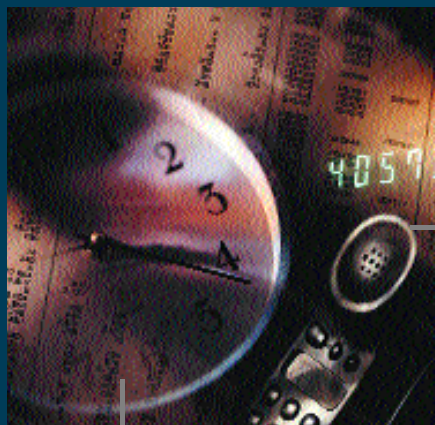


occupational *outlook*

- Assemblers - Electrical & Electronic Equipment - Precision
- Carpenters
- Computer Network Administrators & Managers
- Computer Programmers, Including Aides
- Database Administrators
- Dental Assistants
- Electrical & Electronic Engineers
- Electricians
- Food Service Managers
- General Managers & Top Executives
- Instructional Aides
- Janitors & Cleaners
- Laborers, Landscaping & Groundskeeping
- Licensed Vocational Nurses
- Lodging Managers
- Maintenance Repairers - General Utility
- Medical Assistants
- Network Professionals
- Painters, Paperhangers - Construction & Maintenance
- Plumbers, Pipefitters, & Steamfitters
- Police Patrol Officers
- Stock Clerks - Sales Floor
- Teachers - Elementary School
- Teachers - Preschool
- Vehicle Salespersons - Retail



santa clara county

2000

A Product Of:

The California Cooperative Occupational
Information System (CCOIS)
(www.calmis.ca.gov)

Sponsored By:

NOVA
(www.novaworks.org)

The California Employment Development
Department (EDD)
(www.edd.ca.gov)

The California Occupational Information
Coordinating Committee (COICC)
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occupational
outlook

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Acknowledgements

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Kenneth Dodds, Graphic Designer

We Would Also Like To Recognize:

EDD's Labor Market Information Division Staff:

Randy Robin, Research Analyst

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Employers

The employers who took their valuable time to answer our occupational surveys.

Resources

Employers, educators, union representatives and other resource people who were contacted because of their expertise in the occupation.

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Overview

The NOVA Labor Market Information Study is produced as part of a state-wide project called the California Cooperative Occupational Information System (CCOIS). The program is a cooperative effort between NOVA and the State of California Employment Development Department (EDD), Labor Market Information Division (LMID). It is an annual study conducted to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information. Funding for this study is provided by EDD and NOVA.

NOVA

For 17 years, NOVA has built opportunities for workforce development in Silicon Valley. The Federal Job Training Partnership Act, which originally legislated the Private Industry Council, was replaced in 1998 by the Workforce Investment Act. Newly renamed the NOVA Workforce Board, this council directs NOVA, offering a wide range of counseling and training services to job seekers throughout the Valley. The Board represents a wide range of businesses and communities residing in Silicon Valley.

The services provided by NOVA benefit both employers and job seekers. Employers can receive assistance with their hiring, retraining or out-placement needs. Job seekers may receive vocational testing and counseling as well as assistance in obtaining the competitive skills necessary to enter the work force. NOVA also offers services funded outside of WIA such as this labor market information study and other special projects for employee retraining, veterans, youth, the homeless, and individuals with disabilities.

As a primary administrator of local employment and training funds, and an organization established to coordinate private and public efforts in that area, NOVA is in an ideal position to act as the coordinator of the local portion of the California Cooperative Occupational Information System. NOVA therefore sought and obtained funding to be one of the first

pilot sites in the state for this project. 2000 marks the twelfth year of NOVA's participation in the project.

Labor Market Information Division (LMID)

This project is administered by LMID to encourage state/local cooperation in gathering, analyzing and distributing occupational information. LMID has access to an extensive state database from which to provide information and projections concerning local labor market conditions. LMID's expertise, technical assistance and database have all been made available to NOVA and, through this publication, are now being made available to you.

Note: *The various tasks of each organization in the survey process are described in Project Methodology.*

Uses of the Data

The data in this publication has been gathered, analyzed, and is distributed with the intention of being used by a variety of organizations and individuals for many different purposes. Some of the most important uses are listed below.

Career Decisions: The Occupational Tables have been specifically designed for use by career counselors and job seekers to provide easy to read local information on 25 occupations. The localized information includes employer requirements and preferences, wages, and labor supply and demand. It may help career counselors and job seekers make informed occupational choices based on skills, abilities, interests, education, and personal needs.

Note: *In the "Description of Occupational Outlook Tables," each section of the table is defined. Suggestions for interpreting the data have been made in italics. It is hoped that this format will make it easier for career counselors to use this data effectively when working with clients.*

Introduction

Placement and Job Development:

When job counselors and job developers are looking for appropriate placements for clients, the Occupational Outlook Tables can also be of help.

Note: *Supply & Demand information is provided to assist job seekers in making a decision as to whether a particular occupation is appropriate for their skills, abilities, education and needs. The information may help the counselor and job seeker assess the job market and become more aware of the job skills which Santa Clara County employers rate as important for entry into the occupation. The information provided under the title "Where the Jobs Are" can guide the job seeker toward industries which are the largest sources of employment for that occupation.*

Vocational Program Planning: The report provides local planners and administrators with employment data including occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Note: *The Occupational Tables provide local planners with the Supply & Demand, Occupational Size and Expected Growth Rate information. This section summarizes data collected from state tax records as well as a federal occupational survey and information collected directly from local employers. This multi-source information will make it possible to make more confident judgments concerning the suitability of occupations for training.*

Curriculum Design: Training providers can assess and update their curriculum based on current employer needs and projected trends as indicated in this report.

Note: *The "Skills and Other Requirements" section of the Occupational Tables, which provides information on employer skill preferences, will be of particular value to curriculum planners because it rates skills according to employers' evaluation as either very important or not important.*

Economic Development:

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, which is useful in determining the potential for business growth and development in the Santa Clara County labor market area.

Note: *Information on Supply & Demand, Occupational Size and Growth Rates, and Wages & Benefits can be used in establishing the suitability of Santa Clara County for specific types of business growth and development.*

Program Marketing: Training providers can effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their programs are developed using reliable local information.

Human Resource Management:

Small business owners and large corporate human resource directors alike can use this report to determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

It is hoped that this publication will meet the needs of its users. If you have any suggestions for improvement, please contact NOVA's LMI Project Coordinator at (408) 730-7232.

LMID developed Occupational Forecast Tables specifically for Santa Clara County. (Appendix: E) These tables provide 1997 employment by occupation, projected over a seven year growth period. Separation figures and occupational distribution by industry are also provided.

These tables contain information on over 400 occupations. They are generated using state unemployment insurance records of Santa Clara County businesses as well as from the federally financed Occupational Employment Statistics (OES) survey of occupational distribution. Each occupation is identified according to Standard Industrial Classification (SIC) titles.

Occupational Selection Criteria

NOVA applied the following criteria to narrow the list of possible survey occupations to 25:

- The occupation must have a substantial employment base in the county;
- There must be a substantial number of projected job openings in the county;
- There appears to be present and future occupational growth;
- There appears to be a substantial potential for earning capacity;
- The training time required for the occupation must be two years or less, allowing for some exceptions based on the strength of the other criteria;
- The skills requirements are impacted by some fluctuation in the labor market or emerging technology.

Survey Sample Selection

A preliminary list of occupations was developed. This list was reviewed by representatives from community based vocational training programs, educational institutions, organized labor, economic development organizations, and the Workforce Board. From the input of these organizations, some occupations were eliminated and others added. A final occupations list was then selected. Each occupation was clearly defined and an appropriate OES/DOT title was assigned. After the occupations were selected, defined, and the appropriate OES/DOT titles assigned, LMID developed an employer sample for each occupation. When drawing up the employer sample, the pattern of distribution of industries was considered. Industries are classified by the Standard Industrial Classification manual. There are nine major industry groups; some examples are agriculture, construction, manufacturing, and retail trade.

LMID staff, using detailed databases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a medical assistant would generally work for a firm classified in the health services category, whereas a word processor may be scattered across several industries — health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. If 20 percent of Santa Clara County workers in an occupation were found in a specific industry, then 20 percent of the sample was drawn from that industry.

The sample was carefully reviewed, and employers were called to verify company name and address, confirm the existence of the occupation at the company, and obtain the name of a contact person. Employers were added or deleted as appropriate. The final sample included up to 40 employers for each occupation.

Project Methodology

Questionnaire Development

Separate questionnaires were developed for each of the 25 occupations. Since the standard questionnaire did not contain a skills question, NOVA, with the assistance of EDD, developed a third page to cover skills for each occupation.

Data Collection

After the mailing, all employers who did not return a completed questionnaire by the designated deadline, received a follow-up phone call. Data collection began July 2000 and was completed in October 2000. Employers were given the opportunity to respond to the questionnaire over the phone or return it by FAX or mail. Additional employers were added to the original sample as necessary to ensure meeting a 50% response rate and to survey 40% of the sample's projected employment size.

All surveys were reviewed for accuracy of the data, and employers were re-contacted if answers were missing, unclear or conflicted with other answers. In addition to contacting employers, the NOVA staff, when necessary contacted labor unions, employment agencies, training providers, etc. to learn more about a specific occupation.

Tabulation: The survey responses were entered into a database and tabulations were prepared. From these tabulations, the data was analyzed and the final occupational summary reports were prepared by NOVA staff. Each occupational statement provides information on training and hiring requirements, size of the occupation and expected growth rate, supply and demand assessment, major employment sources, and other information. Specific employer information is confidential and cannot be released.

Disclaimers

The wages included in this report are those paid by the employers participating in the study. The report does not include extreme wages.

Description of Occupational Tables

Overview

The Occupational Tables (pages 1-50) present a summary of the project's findings by occupation. A separate table is presented for each of the 25 occupations for which surveys were completed. Major sections of each table include:

- Occupational Title and OES Code
Occupational Definition
- Wages & Benefits
 - Wages
 - Benefits
 - Hours Worked
 - Shifts
- Employer Requirements
 - Education
 - Experience & Training
 - Skills, legally mandated requirements and other requirements
- Training Providers
- Employment Trends
 - Supply & Demand
 - Difficulty in Finding Applicants
 - Recruitment Methods
 - Turnover
 - Where the Jobs Are
 - Size of Occupation
 - Range
 - Gender
 - Projections
 - Forecast levels
 - Employment Levels
 - Past 12 months
 - Next 24 months

The following is a brief description of each section of the tables, definitions of terms relevant to the specific sections, and suggestions concerning how the information can be used effectively.

Occupational Title and OES Code

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) titles.

The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, October 1991.

Note: An OES code is not listed for Network Professionals (Systems Administrators) and Computer Network Administrators & Managers since they do not fit into any OES classifications. These occupations were selected for the survey based on the needs of the local users of occupational information.

Wages & Benefits

Wages

Wage data serves as a guide for comparing salaries of one occupation to those of another. The information helps ascertain the exact calculated salary ranges and median wages for each occupation. Where applicable, this information is provided for both union and non-union employees. All wages reflect responses given by employers surveyed.

Please note that this data is not meant to represent official prevailing wages and should be used (if at all) with caution for wage and salary administration. Wages are reported for three occupational levels as follows:

- **New Hires:** wages generally paid to persons trained or qualified but with little or no paid experience in the occupation.
- **New Hires Who Are Experienced:** starting wage generally paid to journey-level or experienced persons who are just starting at the firm.
- **Experienced Employees (3+ years w/the firm):** wages generally paid to individuals with three years or more experience at the firm in that occupation.

Description of Occupational Tables

Benefits

The benefits section identifies what percentage of the employers surveyed offer benefits to employees (both full-time and part-time where applicable) in the occupation. This section also indicates who pays for the benefits, e.g., employer pays all, employee pays all or both share the cost.

Note: *Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision. Ranges are also considered to be representative.*

Hours Worked

This section identifies typical working hours of employees in the occupation. More specifically, it shows how many hours per week they work on average, (if at all).

Shifts Worked

This section identifies what shift the employees work in the occupations, Day, Swing or Graveyard.

Employer Requirements

Education

This section identifies the minimum level of formal education that firms require when hiring a candidate into the specific occupation.

Note: *While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.*

Experience & Training

Experience: The type and amount of experience required by employers and areas in which employers look for experience is noted in this section. If training is an acceptable substitute for work experience, that is also noted.

This section provides a good indication of the degree of competition for jobs in the occupation. The more experience an employer requires, the stronger the competition and the harder it will be to

enter the occupation with the proper qualifications but no experience.

Training: Generally refers to training as provided by Regional Occupational Programs, adult education, private vocational schools, state approved apprenticeship programs and community college training programs. Some occupations have legal or voluntary licensing, registration, or certification requirements which stipulate training or proficiency tests. Details are provided where applicable.

Note: *It should be noted that just meeting employer requirements may not be sufficient for employment. Often, the difference between obtaining employment for an inexperienced person is completion of the preferred levels of education and training. This is particularly true in occupations where supply exceeds demand and the inexperienced are competing with the experienced.*

Skills & Other Requirements

This section provides a summary of employer requirements and preferences in relation to the occupation. It is divided into six categories: Basic/Technical Skills, Communication Skills, Personal Skills, Physical Skills, Occupational Specific Skills and Computer Software Skills. All skills have been rated by employers on a scale of 0 to 3, with 0 meaning that the skill is "not important" to 3 meaning that the skill is "very important" for the job.

Note: *With the passage of the Americans With Disabilities Act in 1990, employers must determine the "essential functions" of a position. The designation of a skill as "very important" or "important" is based upon employer preference. These terms are in no way meant to determine which skills are "essential functions" of the position. Employers will have to make that designation for each occupation at their firm. It is also important to note that although employers report their preferences as to physical skills, the Act also states that "reasonable accommodation" must be made for applicants and employees who have a disability. For more information about the Americans With Disabilities Act, contact NOVA at (408)730-7232.*

Description of Occupational Tables

Training Providers

Appendix A has a list of the Training Providers for each occupation.

Appendix B lists the Training Providers in alphabetical order with detailed information on the address and phone number. Appendix B can be used as a cross reference with Appendix A.

Note: *It should be noted that just meeting employer requirements may not be sufficient for employment. Often, the difference between obtaining or not obtaining employment for an inexperienced person is completion of the preferred levels of education and training. This is particularly true in occupations where supply exceeds demand and the inexperienced are competing with the experienced.*

Employment Trends

Supply & Demand

Difficulty in Finding Applicants

Information in this section reports the level of difficulty employers have finding both inexperienced as well as fully experienced and qualified applicants. Terms used to describe levels of difficulty employers have finding candidates are as follows:

Not Difficult—Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Moderately Difficult—Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants. Qualified applicants encounter little competition in their job search.

Very Difficult—Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Note: *Overall, this section provides the best current indication on the degree of ease or difficulty for a job seeker to obtain employment in the occupation. The information is not absolute, and it can change over time, but it*

provides a good tool in selecting an occupation for employment in the immediate future. Other factors, such as size of the occupation, projected growth, and separations (discussed in employment trends), should also be taken into consideration when deciding on the suitability of an occupation. In most cases, the most desirable occupations requiring the least training will be difficult to enter. Occupations that are easy to enter may have elements that are not attractive to the job seeker. Sometimes starting in an occupation considered less desirable will provide the job seeker with the experience required to enter a more desirable occupation at a later time.

Recruitment Methods

This section lists the top recruiting methods the surveyed employers use when recruiting for the occupations.

Turnover

A comparison of the total number of employees in the occupation to vacancies filled resulting from promotions and employees leaving the firm in the past 12 months. For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations than of industry growth. Replacement openings are most numerous in occupations with relatively low training. The

formula used to calculate annual turnover percentage is as follows:

$$\frac{\begin{array}{c} \# \text{ of} \\ \text{promotions} \end{array} + \begin{array}{c} \# \text{ of employees} \\ \text{leaving firm} \end{array}}{\begin{array}{c} \text{total } \# \text{ of} \\ \text{employees} \\ \text{in occupation} \end{array}} = \begin{array}{c} \# \text{ of new positions} \end{array}$$

Where The Jobs Are

This section provides a list of types of industries which are the largest sources of employment for the occupation in Santa Clara County. The titles are from the Standard Industrial Classification system, as used in the 1997-2004 Occupational Forecast Tables. (Appendix E)

This information is helpful to job seekers and job developers by identifying industries most likely to

Description of Occupational Tables

provide employment in the occupation. It is often recommended that job seekers contact employers within major employing industries in order to get more specific information for career planning.

Size of Occupation

Range—This is a relative term assigned to the number of people employed in the occupation as reported in “Annual Average 1997.” The designation is different for each county and is based on the size of the work force in the county.

The number for Santa Clara County is converted to the relative term based on the following table:

- Small = 1,389 or less
- Medium = 1,390 - 2,779
- Large = 2,780 - 6,022
- Very Large = 6,023 or more

The size of the occupation is important because it influences the availability of jobs. For instance, an occupation that is growing very slowly but is also very large could still be a good source of employment. Conversely, an occupation that is growing rapidly but is small in size may not provide good job opportunities at this time for significant numbers of people.

Gender—This section gives a percent breakdown of gender distribution in the particular occupation. It is stated as a percentage of the employees represented.

Projections

Forecast Levels

This is a relative term relating to the rate of growth projected for the occupation from 1997-2004 in Santa Clara County. The Occupational Forecast Tables (Appendix E) provided by EDD/LMID show a growth projection for each occupation. These projections are evaluated against data collected from employers, and from trade associations, schools and industry analysis to provide a reasonable estimate of growth potential.

Projections are generally the numbers that are

most relied upon to provide an indication of whether an occupation is expected to have high demand for new employment. Although it is a good starting point, other factors, such as separations, should be considered in attempting to determine the availability of job opportunities in an occupation.

The average projected growth for Santa Clara County is 24.5% during the seven year period of 1997-2004. Ranges have been established around the 24.5% average as follows:

- Much Faster Than Average = 36.8% and above
- Faster than Average = 27.0% - 36.7%
- Average = 22.1% - 26.9%
- Slower than Average = 22.0% or less
- Remain Stable = no significant change
- Decline = negative percentage

Growth data can help determine if an occupation is likely to provide increasing or decreasing job opportunities in the future. Even in growing occupations however, the supply of qualified people could exceed the demand for a variety of reasons, including small occupational size, large numbers of people who already meet the occupational requirements, and/or large numbers of people being trained for that occupation.

Employment Levels

Past 12 Months

Next 24 Months

This chart reports how employers responded when asked, if during the past 12 months, employment in an occupation declined, remained stable, or grew. Employers also responded to whether they expect employment in an occupation to decline, remain stable or grow over the next 24 months.

Assemblers - Electrical & Electronic Equipment - Precision

OES: 931140

Assemblers of Electrical and Electronic Equipment -Precision assemble or modify prototypes or final assemblies of electrical or electronic equipment, such as missile control systems, radio and test equipment, computers, machine-tool numerical controls, radar, sonar, and telemetering systems, or appliances. Please include workers who primarily assemble electrical systems for machinery.

Wages & Benefits

Wages: non-union, and union undetermined

	low	high	median
New hires, no experience	\$5.75	\$13.00	\$8.00
New hires who are experienced	\$7.00	\$13.00	\$10.75
3 years with firm, experienced	\$7.75	\$20.00	\$12.77

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	100%	13%	0%	0%	0%	0%
Dental	94%	13%	0%	0%	0%	0%
Vision	81%	6%	0%	0%	0%	0%
Life	88%	6%	0%	0%	0%	0%
Sick	88%	6%	0%	0%	0%	0%
Vacation	94%	6%	0%	0%	0%	0%
Retirement	63%	0%	0%	0%	0%	0%
Child Care	0%	0%	6%	0%	0%	0%
Other*	0%	6%	0%	0%	0%	0%

* Must work 20 hours to receive benefits

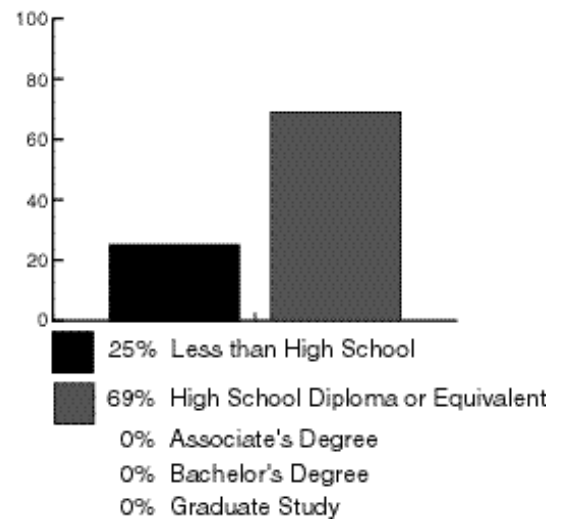
Hours Worked per week

Full-time40	On-call	40	Day	X	Graveyard	X
Part-time23	Seasonal	0	Swing	X	Other	

Work Shifts

Employer Requirements

Education



Training & Experience

	yes	no	not reqr'd but pref'd
--	-----	----	-----------------------

Previous experience required: 56% yes, 13% no, 31% not reqr'd but pref'd

Previous experience required: 13 mos. on average

Training as a substitute for experience: 43% yes, 57% no, 0% not reqr'd but pref'd

2 mos. of training on average can be substituted for experience.

Assemblers - Electrical & Electronic Equipment - Precision

Skills & Other Requirements

Technical Skills

Understanding of electrical circuitry
Knowledge of electronic circuitry
Ability to read blueprints
Ability to read schematics
Ability to use hand tools
Electronic component and product assembly skills
Ability to perform advanced mathematical computations

Physical Skills

Good vision
Possession of good color perception
Ability to work rapidly
Ability to perform precision work
Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills

Willingness to work with close supervision
Ability to work independently

Basic Skills

Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Computer Skills

Word processor
C, C++

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified		X	
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 98.9%

Recruitment Methods

6% In house promotion or transfer	31% Internet
38% Employee referrals	38% Other=career fair, word of mouth
75% Newspaper ads	
38% Private employment agencies	
6% Employment Development Dept.	
13% Walk-in applicants	

Where the Jobs Are

	SIC
Computer and Office Equipment	365
Communications Equipment	366
Electronic Components and Accessories	367

Size of Occupation

Size as of 1997=15,550
Very Large

Gender

Male 52%
Female 48%

Projections

The projected growth for the period of 1997-2004 for Assemblers-Electrical & Electronic Equipment-Precision is 6.3% (slower than average).

The County Average Growth for all occupations is 24.5%

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	13%	38%	50%
Projected over the next 24 months	6%	50%	44%

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Please do not include Cabinetmakers and Bench Carpenters.

Wages & Benefits

Wages: non-union & union undetermined

	low	high	median
New hires, no experience	\$0	\$0	\$0
New hires who are experienced	\$9.00	\$18.00	\$13.00
3 years with firm, experienced	\$12.00	\$28.00	\$19.18

Wages: union

New hires, no experience	\$11.00	\$15.46	\$15.40
New hires who are experienced	\$9.00	\$21.00	\$16.75
3 years with firm, experienced	\$22.00	\$29.00	\$26.30

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	71%	12%	6%	0%	0%	0%
Dental	59%	6%	0%	0%	0%	0%
Vision	41%	0%	0%	0%	0%	0%
Life	29%	0%	0%	0%	0%	0%
Sick	29%	0%	0%	0%	0%	0%
Vacation	41%	0%	0%	0%	0%	0%
Retirement	65%	6%	6%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other*	12%	6%	0%	0%	0%	0%

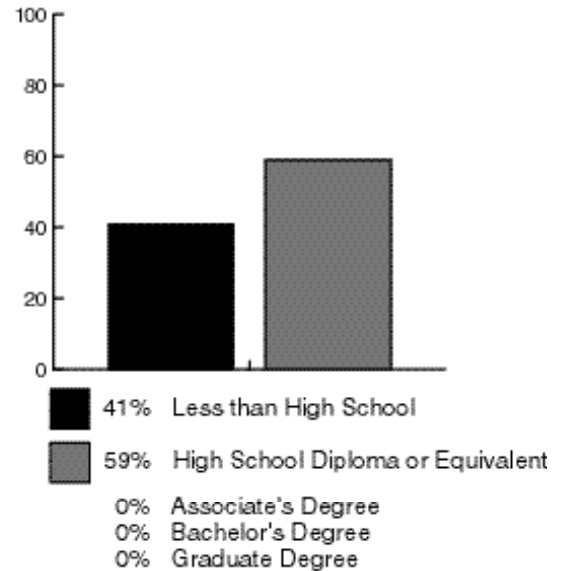
*Benefits paid through union, medical offered after working 6 months, Cost of living

Hours Worked per week Work Shifts

Full-time40	On-call	0	Day	X	Graveyard
Part-time23	Seasonal	0	Swing		Other

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
--	-----	----	-------------------------

Previous experience required 82% 6% 12%

Previous experience required: 16 mos. on average

Training as a substitute for experience 19% 81% 0%

18 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Shop math skills
 Ability to read blueprints
 Ability to use drafting tools
 Cost estimating skills
 Finish carpentry skills
 Rough carpentry skills
 Drywall installation and repair skills
 Ability to provide own hand tools

Physical Skills

Ability to climb to high places
 Ability to perform strenuous, physically demanding work
 Possession of agility and coordination
 Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills

Possession of a reliable vehicle
 Willingness to work with close supervision
 Ability to work independently
 Possession of a good DMV driving record

Basic Skills

Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills

Computer Skills

None

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 80.4%

Recruitment Methods

29% Employee referrals	18% Internet
29% Newspaper ads	18% Other= magazines, word of mouth
6% Private employment agencies	
47% Union hall referrals	
12% Walk-in applicants	

Where the Jobs Are

	SIC
Residential Building Construction	152
Nonresidential Building Construction	154
Carpentry and Floor Work	175
Personnel Supply Services	736

Size of Occupation

Size as of 1997=6,010
 Very Large

Gender

Male 97%
 Female 3%

Projections

The projected growth for the period of 1997-2004 for Carpenters is 36.8% (much faster than average). The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	18%	24%	59%
Projected over the next 24 months	0%	47%	53%

Computer Network Administrators & Managers

Non-OES: 031262999

Computer Network Administrators and Managers direct and oversee a firm's computer network and its related computing environments, including hardware, software, and all configurations. The network may be a Local Area Network (LAN) or Wide Area Network (WAN) or both. They may make recommendations or make decisions regarding the purchase of equipment and report the fiscal impact to other company managers. They often plan and track projects, write proposals, and troubleshoot both operating system software and hardware. They often manage a team consisting of analysts and technicians, although in smaller companies they may work independently.

Wages & Benefits

Wages: non-union, union, and union undetermined

	low	high	median
New hires, no experience	\$0	\$0	\$0
New hires who are experienced	\$16.83	\$38.36	\$27.81
3 years with firm, experienced	\$19.18	\$47.95	\$33.08

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative). *Employers surveyed do not hire inexperienced applicants.

Benefits

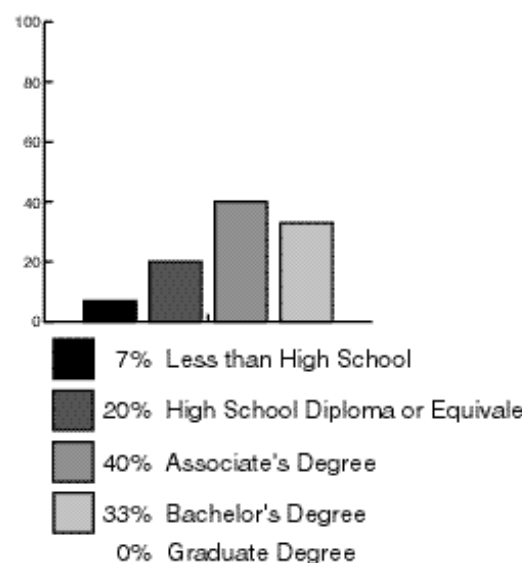
	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	100%	0%	0%	7%	0%	0%
Dental	93%	0%	0%	7%	0%	0%
Vision	93%	0%	0%	7%	0%	0%
Life	87%	0%	0%	7%	0%	0%
Sick	100%	0%	0%	7%	0%	0%
Vacation	93%	0%	0%	7%	0%	0%
Retirement	73%	0%	0%	7%	0%	0%
Child Care	0%	0%	20%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

Hours Worked per week

Full-time40	On-call	0	Day	X	Graveyard
Part-time20	Seasonal	0	Swing		Other*
					*on call, nights

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
Previous experience required	100%	0%	0%
Previous experience required: 19 mos. on average			
Training as a substitute for experience	7%	93%	0%
2 mos. of training on average can be substituted for experience.			

Skills & Other Requirements

Technical Skills

Supervisory skills
 Sales skills
 Ability to plan and organize training programs
 Knowledge of microcomputer hardware and operating systems
 Ability to use operating manuals
 Knowledge of software applications
 Understanding of wide area networks (WAN)
 Understanding of local area networks (LAN)
 Ability to analyze data to solve problems
 Ability to write effectively
 Ability to operate video cameras
 Ability to conduct training programs
 Ability to troubleshoot
 Knowledge of lease line procedures for WANs
 Ability to conduct cost analysis and propose recommendations
 Ability to develop proposals
 Ability to evaluate customer's system needs

Personal or Other Skills

Willingness to work with close supervision
 Ability to work independently
 Ability to communicate with computer literate staff
 Ability to communicate technical information to non-technical staff
 Ability to coordinate multiple activities

Basic Skills

Basic math skills
 Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills

Computer Skills

Word processing, Spreadsheet, Database, Desktop publishing, Cytrics, Windows NT, Unix, Oracle

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified		X	
Inexperienced			
*Employers surveyed do not hire inexperienced applicants.			
Turnover (Annual percentage rate of job turnover) = 23.3%			

Recruitment Methods

20% In house promotion or transfer	93% Internet
53% Employee referrals	13% Other= word of mouth, career fair
47% Newspaper ads	
20% Private employment agencies	
7% Union hall referrals	

Where the Jobs Are

	SIC
Newspapers: Publishing, or Publishing & Printing	271
Communications Equipment	366
Surgical, Medical, Dental Instruments and Supplies-con.	384
Electrical goods	506
Computer Programming, Data Processing, and other Computer Related Services	737

Size of Occupation

Information Not Available

Gender

Male 67%
 Female 33%

Projected Growth

The projected growth for the period of 1997-2004 for Computer Network Administrators & Managers is N/A.
 The County Average Growth for all occupations is 24.5 %.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	0%	67%	33%
Projected over the next 24 months	7%	60%	33%

Computer Programmers, Including Aides

OES: 251051

Computer Programmers, Including Aides convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information..

Wages & Benefits

Wages: non-union and union undetermined

	low	high	median
New hires, no experience	\$16.00	\$16.00	\$16.00
New hires who are experienced	\$17.00	\$60.58	\$27.33
3 years with firm, experienced	\$20.00	\$75.00	\$39.31

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	87%	7%	13%	0%	0%	0%
Dental	80%	7%	13%	0%	0%	0%
Vision	73%	7%	13%	0%	0%	0%
Life	73%	7%	13%	0%	0%	0%
Sick	73%	7%	13%	0%	0%	0%
Vacation	73%	7%	13%	0%	0%	0%
Retirement	80%	7%	20%	0%	0%	0%
Child Care	7%	0%	13%	0%	0%	0%
Other*	13%	0%	0%	0%	0%	0%

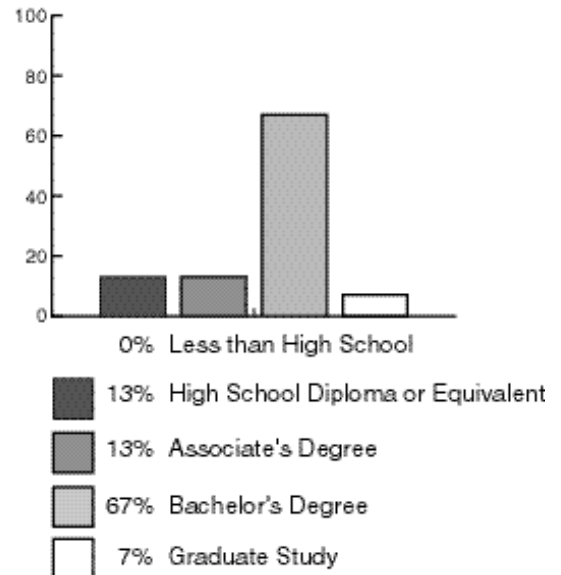
* Stock options, disability

Hours Worked per week

			Work Shifts		
Full-time41	On-call	0	Day	X	Graveyard X
Part-time23	Seasonal	0	Swing	X	Other

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
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Previous experience required: 93% yes, 7% no, 0% not req'd but pref'd

Previous experience required: 29 mos. on average

Training as a substitute for experience: 36% yes, 64% no, 0% not req'd but pref'd

4 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Ability to write documentation of computer procedures
 Ability to write, edit, and debug computer programs for business
 Scientific programming skills
 Ability to use programming language
 Ability to use COBOL
 Ability to use FORTRAN
 Knowledge of mainframe hardware and operating systems
 Knowledge of minicomputer hardware and operating systems
 Ability to use fourth generation computer languages
 Engineering programming skills
 Statistical programming skills
 Certified training program completion
 Completion of company training
 Ability to write effectively
 Problem solving skills

Physical Skills

Ability to perform precision work

Personal or Other Skills

Willingness to work with close supervision
 Ability to work independently
 Ability to work under pressure

Basic Skills

Ability to think logically
 Basic math skills
 Ability to read and follow instructions
 Oral communication skills

Computer Skills

Word processing, Spreadsheet, Database, VHLD, Unix, Mips Assembler Program, C, C++, Oracle, Java

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 26.3%

Recruitment Methods

20% In house promotion or transfer	53% Internet
53% Employee referrals	7% Colleges/Universities
27% Newspaper ads	27% Other=word of mouth, recruiter, career fair
33% Private employment agencies	

Where the Jobs Are

	SIC
Computer and Office Equipment	357
Electronic Components & Accessories	367
Measuring and Controlling Devices	382
Computer and Data Processing Services	737

Size of Occupation

Size as of 1997=13,850
 Very Large

Gender

Male 69%
 Female 31%

Projections

The projected growth for the period of 1997-2004 for Computer Programmers OES (251050) is 19.4% & Aides (251080) are 26.2%.
 The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	13%	47%	40%
Projected over the next 24 months	7%	20%	73%

Data Base Administrators coordinate physical changes to computer data bases and code, test, and implement the data base applying knowledge of data base management systems. May design logical and physical data bases and coordinate data base development as part of a project team.

Wages & Benefits

Wages: non-union and union undetermined

*Of the firms sampled, none hired employees w/ no experience.

	low	high	median
New hires, no experience	\$0	\$0	\$0
New hires who are experienced	\$11.99	\$38.36	\$23.97
3 years with firm, experienced	\$16.83	\$47.95	\$33.56

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	93%	0%	7%	0%	0%	0%
Dental	93%	0%	7%	0%	0%	0%
Vision	87%	0%	7%	0%	0%	0%
Life	93%	0%	0%	0%	0%	0%
Sick	93%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	93%	0%	7%	0%	0%	0%
Child Care	20%	0%	7%	0%	0%	0%
Other*	13%	0%	0%	0%	0%	0%

*Sick leave—10 days, stocks

Hours Worked per week

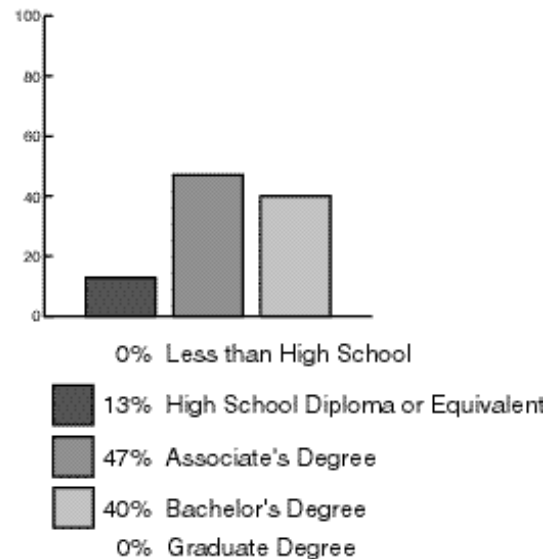
Full-time	40
Part-time	0

Work Shifts

Day	X	Graveyard
Swing	X	Other*
		*on call

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
--	-----	----	-------------------------

Previous experience required: 100% yes, 0% no, 0% not req'd but pref'd

Previous experience required: 19 mos. on average

Training as a substitute for experience: 13% yes, 87% no, 0% not req'd but pref'd

3 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Knowledge of database management
Detail oriented
Ability to think logically
Problem solving skills
Ability to write technical material
Analytical skills
Knowledge of computer hardware and software systems
Ability to develop written recommendations
Ability to interview others for information
Computer programming skills
Ability to prepare budgets

Personal or Other Skills

Ability to work as part of a team
Ability to work independently
Ability to read and follow instructions
Ability to concentrate for long periods of time
Ability to sit for long periods of time
Ability to work under pressure

Basic Skills

Oral communication skills
Advanced math skills

Computer Skills

Word processor, Spreadsheet, Database, SQL, UNIX, Oracle

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 42.3%

Recruitment Methods

13% In house promotion or transfer	87% Internet
60% Employee referrals	13% Other=word of mouth, head hunter
60% Newspaper ads	
13% Private employment agencies	
7% Walk-in applicants	

Where the Jobs Are

	SIC
Computer and Office Equipment	357
Electronic Components and Accessories	367
Guided Missiles, Space Vehicles, Pa	376
Professional & Commercial Equipment	504
Computer and Data Processing Services	737

Size of Occupation

Size as of 1997=1,620
Medium

Gender

Male 61%
Female 39%

Projections

The projected growth for the period of 1997-2004 for Database Administrators is 55.6% (much faster than average).
The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	7%	60%	33%
Projected over the next 24 months	0%	60%	40%

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

Wages & Benefits

Wages: non-union and union undetermined

	low	high	median
New hires, no experience	\$8.00	\$18.00	\$10.00
New hires who are experienced	\$10.00	\$17.50	\$14.00
3 years with firm, experienced	\$11.00	\$22.00	\$16.00

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Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	87%	7%	13%	0%	0%	0%
Dental	73%	0%	7%	7%	7%	0%
Vision	47%	0%	7%	0%	7%	7%
Life	47%	0%	0%	0%	7%	0%
Sick	87%	0%	0%	0%	0%	0%
Vacation	93%	0%	0%	0%	0%	0%
Retirement	60%	0%	13%	0%	7%	7%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

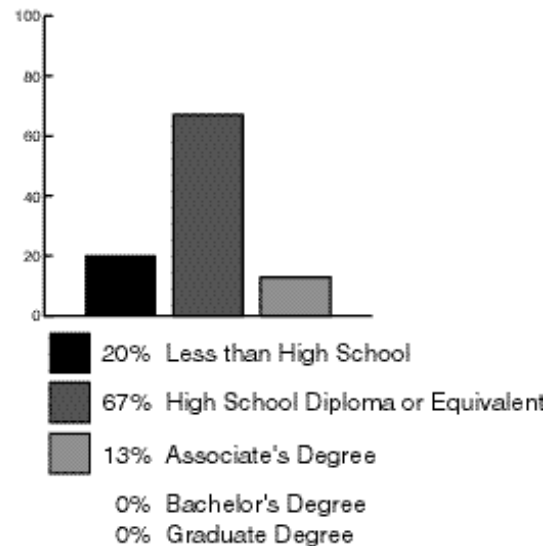
Hours Worked per week

Full-time40	On-call	0	Day	X	Graveyard
Part-time20	Seasonal	0	Swing		Other

Work Shifts

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
--	-----	----	-------------------------

Previous experience required: 67% yes, 27% no, 7% not req'd but pref'd

Previous experience required: 12 mos. on average

Training as a substitute for experience: 55% yes, 45% no, 0% not req'd but pref'd

7 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Completion of courses in biological sciences
 Ability to do ultrasonic scaling
 Ability to complete and explain medical insurance forms
 Ability to perform or assist with dental procedures
 Understanding of coronal polishing
 Record keeping skills
 Knowledge of dental materials
 Ability to follow billing procedures
 Possession of a Radiation Safety Certificate
 Possession of a Registered Dental Assistant (RDA) Certificate
 Telephone answering skills
 Ability to write effectively

Personal or Other Skills

Good grooming skills
 Willingness to work with close supervision
 Public contact skills
 Ability to work independently

Basic Skills

Ability to follow oral instructions
 Basic math skills
 Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills

Computer Skills

Dentrix

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced			X
Turnover (Annual percentage rate of job turnover) = 31.3%			

Recruitment Methods

53% Employee referrals	20% Internet
73% Newspaper ads	47% Other=word of mouth, dental society, yellow pages
7% Private employment agencies	
13% School, program referrals	
13% Walk in applicants	

Where the Jobs Are

	SIC
Offices & Clinics of Dentists	802

Size of Occupation

Size as of 1997=2,060
 Medium

Gender

Male 11%
 Female 89%

Projected Growth

The projected growth for the period of 1997-2004 for Dental Assistants is 34.0% (faster than average).
 The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	13%	53%	33%
Projected over the next 24 months	7%	33%	60%

Electrical & Electronic Engineers

OES: 221260

Electrical and Electronic Engineers design, develop, test and supervise the manufacture and installation of electrical and electronic equipment, components or systems, computers and related equipment and systems for commercial, industrial, military or scientific use. Please do not include Sales Engineers.

Wages & Benefits

Wages: non-union

	low	high	median
New hires, no experience	\$19.18	\$27.81	\$24.45
New hires who are experienced	\$15.82	\$37.40	\$28.77
3 years with firm, experienced	\$20.62	\$71.92	\$39.74

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	94%	0%	6%	0%	0%	0%
Dental	94%	0%	6%	0%	0%	0%
Vision	88%	0%	12%	0%	0%	0%
Life	88%	0%	6%	0%	0%	0%
Sick	88%	0%	6%	0%	0%	0%
Vacation	88%	0%	6%	0%	0%	0%
Retirement	82%	0%	12%	0%	0%	0%
Child Care	6%	0%	12%	0%	6%	0%
Other*	35%	0%	0%	0%	0%	0%

*Training, stocks

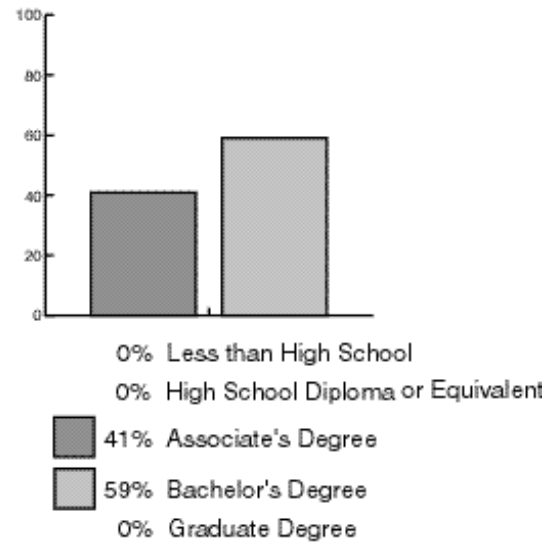
Hours Worked per week

Full-time41	On-call	20	Day	X	Graveyard	X
Part-time20	Seasonal	0	Swing	X	Other	

Work Shifts

Employer Requirements

Education



Training & Experience

	yes	no	not reqr'd but pref'd
--	-----	----	-----------------------

Previous experience required: 65% yes, 18% no, 18% not reqr'd but pref'd

Previous experience required: 18 mos. on average

Training as a substitute for experience: 7% yes, 93% no, 0% not reqr'd but pref'd

3 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Knowledge of telecommunications equipment
 Report writing skills
 Industrial design skills
 Scientific programming skills
 Digital circuitry design skills
 Knowledge of microcomputer hardware and operating systems
 Ability to write technical material
 Ability to design analog circuitry
 Ability to design telecommunications networks
 Ability to use Borland C++ programming language
 Knowledge of UNIX
 Computer assisted design (CAD) skills
 Ability to use engineering applications software
 Engineering programming skills

Personal or Other Skills

Ability to secure a military security clearance
 Willingness to work with close supervision
 Ability to work independently

Basic Skills

Ability to read and follow directions
 Ability to write legibly
 Oral communication skills

Computer Skills

Word processor
 Spreadsheet
 Unix
 C, C++

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 9.9%

Recruitment Methods

12% In house promotion or transfer	12% Walk in applicants
53% Employee referrals	71% Internet
59% Newspaper ads	35% Other=word of mouth, Resamix
12% Private employment agencies	

Where the Jobs Are

	SIC
Computer and Office Equipment	357
Electronic Components and Accessories	367
Measuring and Controlling Devices	382
Computer and Data Processing Services	737

Size of Occupation

Size as of 1997=22,240
 Very Large

Gender

Male 60%
 Female 40%

Projected Growth

The projected growth for the period of 1997-2004 for Electrical & Electronic Engineers is 29.4% (Faster than average).
 The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	12%	47%	41%
Projected over the next 24 months	0%	35%	65%

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. Electricians also include Protective Signal Installers and Repairers and Street Light Servicers.

Wages & Benefits

Wages: non-union

	low	high	median
New hires, no experience	\$9.00	\$10.00	\$9.50
New hires who are experienced	\$9.82	\$22.00	\$18.00
3 years with firm, experienced	\$15.00	\$40.00	\$25.00

Wages: union

New hires, no experience	\$10.00	\$16.64	\$10.00
New hires who are experienced	\$12.00	\$21.49	\$15.82
3 years with firm, experienced	\$14.00	\$36.97	\$24.33

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	87%	0%	7%	0%	0%	0%
Dental	87%	0%	7%	0%	0%	0%
Vision	60%	0%	0%	0%	0%	0%
Life	73%	0%	0%	0%	0%	0%
Sick	73%	0%	0%	0%	0%	0%
Vacation	80%	0%	0%	0%	0%	0%
Retirement	87%	0%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

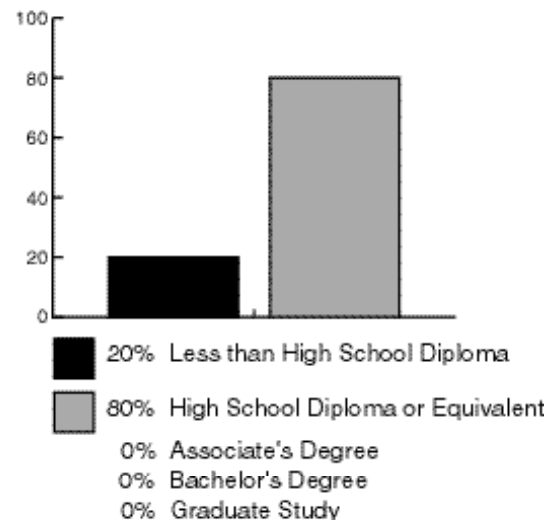
Hours Worked per week

Full-time40	On-call	0	Day	X	Graveyard	X
Part-time 0	Seasonal	0	Swing	X	Other*	X
					*overtime	

Work Shifts

Employer Requirements

Education



Training & Experience

	yes	no	not reqr'd but pref'd
--	-----	----	-----------------------

Previous experience required: 67% yes, 27% no, 7% not reqr'd but pref'd

Previous experience required: 22 mos. on average

Training as a substitute for experience: 36% yes, 64% no, 0% not reqr'd but pref'd

3 mos. of training on average can be substituted for experience.

Skills & Other Requirements**Technical Skills**

Ability to install electrical equipment
 Shop math skills
 Ability read blueprints
 Cost estimating skills
 Soldering skills

Physical Skills

Ability to climb ladders
 Possession of good color perception
 Ability to crawl under buildings
 Ability to stand continuously for 2 or more hours
 Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills

Possession of mechanical aptitude

Ability to provide own hand tools
 Willingness to work with close supervision
 Ability to work independently

Basic Skills

Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills

Computer Skills

Word processing

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends**Supply & Demand** (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 3.0%

Recruitment Methods

13% In house promotions or transfer	33% Union hall referrals
47% Employee referrals	7% Walk-in applicants
47% Newspaper ads	20% Internet
7% Private employment agencies	13% Other=referrals from other businesses
7% Employment Development Dept.	

Where the Jobs Are

	SIC
Electrical Work	173

Size of Occupation

Size as of 1997=4,280
 Large

Gender

Male 91%
 Female 9%

Projections

The projected growth for the period of 1997-2004 for Electricians is 38.6% (Much faster than average).
 The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	7%	27%	67%
Projected over the next 24 months	0%	27%	73%

Food Service Managers

OES: 150261

Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Please include Food and Beverage Directors.

Wages & Benefits

Wages: union, non-union, and union undetermined

	low	high	median
New hires, no experience	\$6.75	\$12.79	\$9.77
New hires who are experienced	\$5.75	\$18.03	\$13.04
3 years with firm, experienced	\$5.75	\$19.18	\$15.34

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	80%	7%	7%	0%	0%	0%
Dental	80%	7%	7%	0%	0%	0%
Vision	60%	7%	0%	0%	0%	0%
Life	73%	7%	7%	0%	0%	0%
Sick	73%	7%	0%	0%	0%	0%
Vacation	80%	7%	7%	0%	0%	0%
Retirement	60%	7%	7%	0%	0%	0%
Child Care	13%	7%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

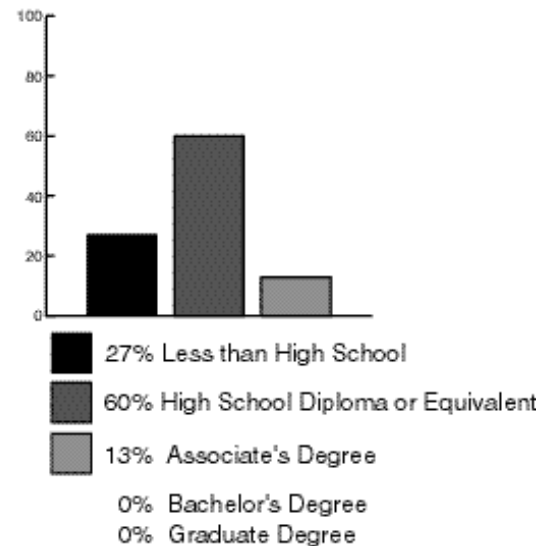
Hours Worked per week

Full-time43	On-call	0	Day	X	Graveyard
Part-time26	Seasonal	0	Swing	X	Other*
					*weekends

Work Shifts

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
--	-----	----	-------------------------

Previous experience required 80% 13% 7%

Previous experience required: 12 mos. on average

Training as a substitute for experience 54% 46% 0%

5 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Business math skills
 Ability to maintain financial records
 Ability to manage an activity or department
 Ability to plan and organize the work of others
 Ability to follow purchasing procedures
 Record keeping skills
 Understanding of inventory techniques
 Ability to hire and assign personnel
 Food preparation skills
 Catering skills
 Ability to write effectively
 Problem solving skills

Personal or Other Skills

Willingness to work with close supervision
 Public contact skills
 Ability to work independently
 Ability to work under pressure
 Customer service skills

Basic Skills

Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills

Computer Skills

Word processor
 Spreadsheet
 Database

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 33.8%

Recruitment Methods

33% In house promotions or transfer	40% Walk-in applicants
60% Employee referrals	20% Internet
67% Newspaper ads	20% Other= sign in store, word of mouth, recruiter
20% Private employment agencies	
7% School, programs referrals	

Where the Jobs Are

	SIC
Eating and Drinking Places	581
Hotels and Motels	701
This information is for (OES 150260) – Food Service and Lodging Managers.	

Size of Occupation

Information Not Available

Gender

Male	56%
Female	44%

Projections

The projected growth for the period of 1997-2004 for Food Service and Lodging Managers (OES 150260) is 32.1% (Faster than average).

The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual & projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	7%	60%	33%
Projected over the next 24 months	7%	13%	80%

General Managers & Top Executives

OES: 190050

General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. Please do not include managers of smaller establishments who typically engage in the same activities as the workers they supervise.

Wages & Benefits

Wages: non-union

	low	high	median
New hires, no experience	\$8.37	\$22.00	\$10.61
New hires who are experienced	\$10.00	\$57.53	\$23.97
3 years with firm, experienced	\$12.50	\$61.37	\$30.06

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	67%	0%	22%	0%	0%	0%
Dental	61%	0%	22%	0%	0%	0%
Vision	44%	0%	22%	0%	0%	0%
Life	50%	0%	17%	0%	0%	0%
Sick	72%	0%	17%	0%	0%	0%
Vacation	83%	0%	17%	0%	0%	0%
Retirement	44%	0%	17%	0%	0%	0%
Child Care	0%	0%	0%	0%	6%	0%
Other	0%	0%	0%	0%	0%	0%

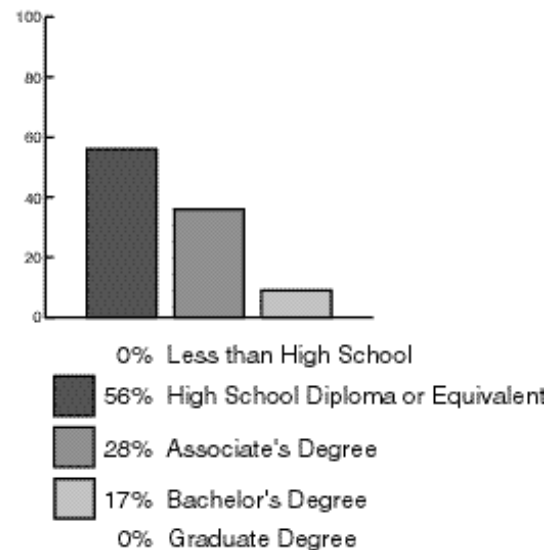
Hours Worked per week

Full-time42	On-call	0	Day	X	Graveyard	X
Part-time15	Seasonal	0	Swing	X	Other*	X
					*on-call	

Work Shifts

Employer Requirements

Education



Training & Experience

	yes	no	not reqr'd but pref'd
--	-----	----	-----------------------

Previous experience required: 72% yes, 22% no, 6% not reqr'd but pref'd

Previous experience required: 40 mos. on average

Training as a substitute for experience: 36% yes, 64% no, 0% not reqr'd but pref'd

3 mos. of training on average can be substituted for experience

Skills & Other Requirements

Technical Skills

Ability to analyze data to solve problems
 Ability to give oral instructions
 Ability to hire and assign personnel
 Ability to interpret data
 Ability to maintain good business relationships
 Ability to motivate others
 Ability to plan and organize the work of others
 Ability to take charge and handle the unexpected
 Knowledge of business math
 Knowledge of economic principles
 Knowledge of financial planning
 Leadership skills
 Performance appraisal skills
 Skill in setting work priorities

Personal or Other Skills

Ability to work independently
 Ability to work under pressure
 Public contact skills

Basic Skills

Ability to write effectively
 Oral communication skills

Computer Skills

Word processor
 Spreadsheet
 Database

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified		X	
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 4.2%

Recruitment Methods

50% In house promotion	6% Trade Journals
19% Employee referrals	56% Internet
69% Newspaper ads	19% Colleges & universities
19% Private employment agencies	6% Other=word of mouth

Where the Jobs Are

	SIC
Electronic Components & Accessories	367
Professional & Commercial Equipment	504
Electrical Goods	506
Eating and Drinking Places	581
Computer and Data Processing Services	737
Accounting, Auditing & Bookkeeping	872

Size of Occupation

Size as of 1997=25,640
 Very Large

Gender

Male 72%
 Female 28%

Projections

The projected growth for the period of 1997-2004 for General Managers & Top Executives is 22.0% (Slower than average).
 The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	6%	83%	11%
Projected over the next 24 months	6%	50%	44%

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

Wages & Benefits

Wages: non-union, & union undetermined

	low	high	median
New hires, no experience	\$6.40	\$9.62	\$9.00
New hires who are experienced	\$7.00	\$11.25	\$9.92
3 years with firm, experienced	\$8.00	\$12.00	\$11.19
Wages: union			
New hires, no experience	\$7.57	\$10.48	\$9.75
New hires who are experienced	\$7.87	\$12.70	\$10.90
3 years with firm, experienced	\$8.67	\$15.41	\$12.14

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative). *only 3 schools in sample employed new hires with no experience

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	27%	13%	20%	60%	0%	0%
Dental	20%	7%	27%	60%	0%	0%
Vision	20%	7%	20%	53%	0%	0%
Life	13%	13%	7%	27%	20%	13%
Sick	47%	53%	0%	13%	0%	0%
Vacation	47%	53%	0%	13%	0%	0%
Retirement	40%	47%	0%	20%	0%	0%
Child Care	0%	0%	13%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

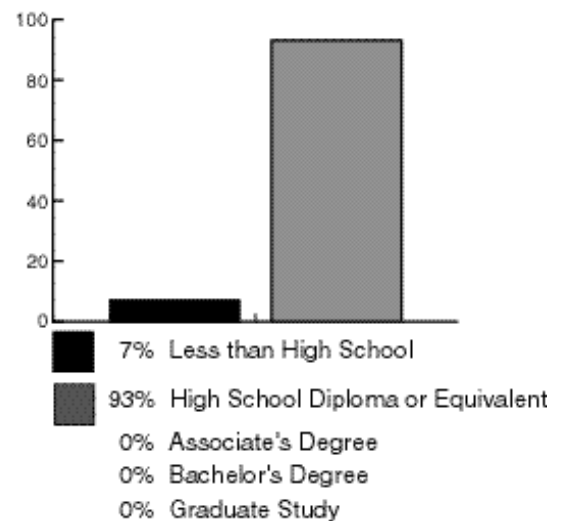
Hours Worked per week

Full-time38	On-call	0	Day	X	Graveyard
Part-time19	Seasonal	15	Swing		Other

Work Shifts

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
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Previous experience required: 13% yes, 80% no, 7% not req'd but pref'd

Previous experience required: 8 mos. on average

Training as a substitute for experience: 67% yes, 33% no, 0% not req'd but pref'd

2 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Ability to apply teaching techniques
 Knowledge of early childhood development
 Ability to operate audiovisual equipment
 Oral reading skills
 Musical skills
 Classroom management skills
 Record keeping skills
 Ability to administer emergency first aid
 Possession of an Early Childhood Development certificate
 Ability to write effectively
 Ability to type at least 45 wpm

Physical Skills

Ability to pass a pre-employment medical examination

Personal or Other Skills

Understanding of a variety of cultures
 Ability to handle crisis situations
 Willingness to work with close supervision
 Ability to work independently
 Ability to exercise patience

Basic Skills

Basic math skills
 Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills

Computer Skills

Word processor
 Spreadsheet

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 15.1%

Recruitment Methods

27% Employee referrals	53% Internet
93% Newspaper ads	13% Colleges & universities
7% School, program referrals	60% Other= job fair, signs, word of mouth
20% Walk in applicants	

Where the Jobs Are

	SIC
Elementary and Secondary Schools	821

This information is for Teacher Aides, Paraprofessional (OES 315210) & Teacher Aides & Educational Assts, Clerical (OES 539050)

Size of Occupation

Size as of 1997=6,840*
 Very Large

Gender

Male 15%
 Female 85%

*Includes Teachers Aides, Paraprofessional (OES 315210) and Teacher Aides & Educational Assistants, Clerical (OES 539050)

Projections

The projected growth for the period of 1997-2004 for Teacher Aides, Paraprofessional (OES 315210) is 33.6% & Teacher Aides, & Educational Assistants, Clerical (OES 539050) is 26.2%.
 The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	7%	73%	20%
Projected over the next 24 months	0%	53%	47%

Janitors & Cleaners

except Maids & Housekeeping Cleaners

OES: 670050

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Please do not include Maids and Housekeepers.

Wages & Benefits

Wages: non-union & union undetermined

*Only 3 firms in sample employed new hires with no experience.

	low	high	median
New hires, no experience	\$5.75	\$7.00	\$7.00
New hires who are experienced	\$6.75	\$9.00	\$7.68
3 years with firm, experienced	\$7.50	\$12.00	\$8.93

Wages: union

New hires, no experience	\$6.50	\$11.84	\$7.50
New hires who are experienced	\$7.00	\$11.84	\$9.00
3 years with firm, experienced	\$7.00	\$14.00	\$10.83

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative). *Only 3 firms in sample employed new hires with no experience.

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	67%	20%	0%	0%	0%	0%
Dental	67%	20%	0%	0%	0%	0%
Vision	53%	20%	0%	0%	0%	0%
Life	33%	13%	0%	0%	0%	0%
Sick	60%	13%	0%	0%	0%	0%
Vacation	73%	27%	0%	0%	0%	0%
Retirement	47%	20%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other*	13%	7%	0%	0%	0%	0%

*Medical, dental, vision offered through Union

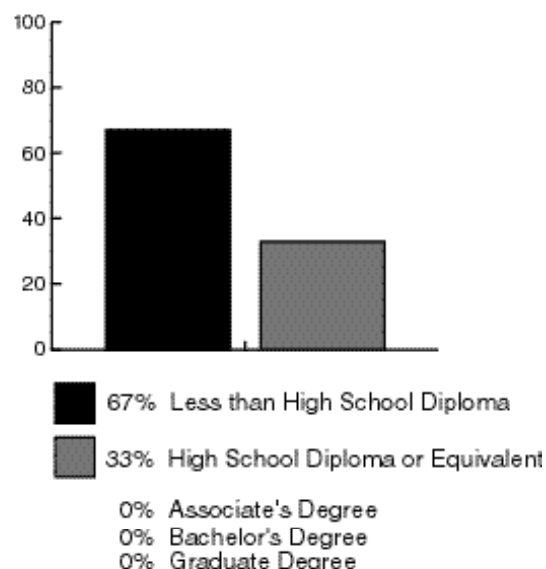
Hours Worked per week

Full-time40	On-call	0	Day	X	Graveyard	X
Part-time21	Seasonal	0	Swing	X	Other	

Work Shifts

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
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Previous experience required	20%	60%	20%
------------------------------	-----	-----	-----

Previous experience required: 6 mos. on average

Training as a substitute for experience	67%	33%	0%
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3 mos. of training on average can be substituted for experience.

Janitors & Cleaners except Maids & Housekeeping Cleaners

Skills & Other Requirements

Technical Skills

Ability to operate floor polishing equipment
 Understanding of cleaning compounds and solutions
 Brush painting skills
 Lawn and garden care skills
 Window washing skills
 Pest extermination skills
 Painting skills
 Ceramic or floor tile repair skills
 Carpentry skills
 Bondable
 Ability to shampoo carpets
 Possession of a valid driver's license

Physical Skills

Ability to lift at least 100 lbs. repeatedly

Personal or Other Skills

Possession of a reliable vehicle
 Willingness to work with close supervision
 Ability to work independently

Basic Skills

Basic math skills
 Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills

Computer Skills

None

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified		X	
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 43.0%

Recruitment Methods

13% In house promotions or transfer	13% Union hall referrals
47% Employee referrals	27% Walk-in applicants
67% Newspaper ads	20% other=signs, word of mouth, magazine
7% Employment Development Dept.	

Where the Jobs Are

	SIC
Eating and Drinking Places	581
Services to Buildings	734
Elementary and Secondary Schools	821
Colleges and Universities	822

Size of Occupation

Size as of 1997=14,600
 Very Large

Gender

Male 57%
 Female 43%

Projections

The projected growth for the period of 1997-2004 for Janitors & Cleaners-Except Maids & Housekeeping Cleaners is 37.8% (Much faster than average).

The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual and Projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	0%	47%	53%
Projected over the next 24 months	0%	33%	67%

Laborers, Landscaping & Groundskeeping

OES: 790410

Laborers, Landscaping and Groundskeeping landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

Wages & Benefits

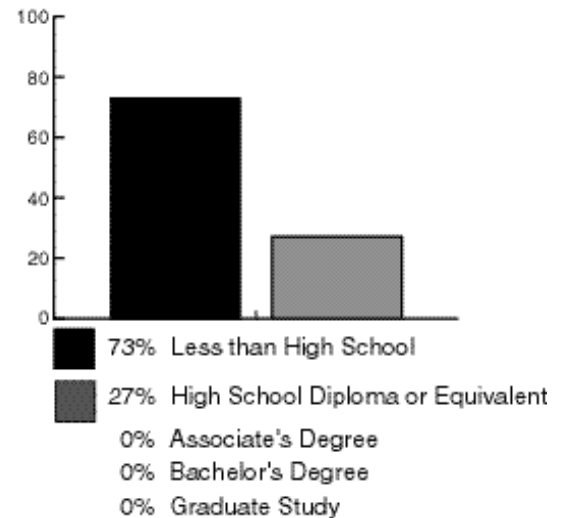
Wages: non-union, & union undetermined

	low	high	median
New hires, no experience	\$7.00	\$8.50	\$7.50
New hires who are experienced	\$8.00	\$10.00	\$9.00
3 years with firm, experienced	\$10.00	\$15.00	\$12.00
Wages: union			
New hires, no experience	\$8.50	\$12.81	\$10.66
New hires who are experienced	\$8.50	\$25.58	\$13.57
3 years with firm, experienced	\$13.00	\$31.10	\$16.32

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Employer Requirements

Education



Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	40%	0%	27%	0%	0%	0%
Dental	40%	0%	20%	0%	0%	0%
Vision	40%	0%	13%	0%	0%	0%
Life	40%	0%	0%	0%	7%	0%
Sick	53%	0%	0%	0%	0%	0%
Vacation	67%	0%	0%	0%	0%	0%
Retirement	53%	0%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other*	7%	0%	0%	0%	0%	0%

*Benefits paid through union

Training & Experience

	yes	no	not req'd but pref'd
--	-----	----	----------------------

Previous experience required 60% 27% 13%

Previous experience required: 15 mos. on average

Training as a substitute for experience 45% 55% 0%

4 mos. of training on average can be substituted for experience.

Hours Worked per week

Work Shifts

Full-time	40	On-call	0	Day	X	Graveyard
Part-time	0	Seasonal	0	Swing	X	Other

Skills & Other Requirements

Technical Skills

Knowledge of horticulture
Lawn and garden care skills
Pruning skills
Plumbing repair skills
Knowledge of gardening tools
Ability to operate tractors
Knowledge of pesticides and herbicides
Sprinkler installation skills
Sprinkler repair skills

Physical Skills

Ability to lift at least 75 lbs. repeatedly

Personal or Other Skills

Possession of a valid driver's license
Possession of a reliable vehicle
Willingness to work with close supervision
Public contact skills
Ability to work independently

Basic Skills

Basic math skills
Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Computer Skills

None

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified		X	
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 10.4%

Recruitment Methods

13% In house promotions or transfer	33% Walk-in applicants
80% Employee referrals	13% Internet
53% Newspaper ads	53% Other= word of mouth,
7% Employment Development Dept.	job fair, theater ads,
13% Union hall referrals	Hispanic papers

Where the Jobs Are

	SIC
Landscape and Horticultural Service	078
Concrete Work	177
Real Estate Operators and Lessors	651
Services to Buildings	734
Misc. Amusement, Recreation Service	799
Elementary and Secondary School	821
Local Government, Excluding Hospitals and Education	903

Size of Occupation

Size as of 1997=7,100
Very Large

Gender

Male 96%
Female 4%

Projections

The projected growth for the period of 1997-2004 for Laborers, Landscaping & Groundskeeping is 23.4% (Average).
The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual & projected growth by employers surveyed

	decline	remain stable	grow
During the last 12 months	0%	53%	47%
Projected over the next 24 months	0%	47%	53%

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

Wages & Benefits

Wages: non-union, union & union undetermined

	low	high	median
New hires, no experience	\$14.38	\$19.82	\$17.00
New hires who are experienced	\$14.00	\$21.00	\$17.87
3 years with firm, experienced	\$15.00	\$27.00	\$19.59

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	93%	20%	7%	0%	0%	0%
Dental	93%	7%	7%	0%	0%	0%
Vision	80%	0%	7%	0%	7%	0%
Life	80%	0%	7%	0%	0%	0%
Sick	93%	0%	0%	0%	0%	0%
Vacation	87%	0%	0%	0%	0%	0%
Retirement	73%	0%	7%	0%	7%	0%
Child Care	7%	0%	0%	0%	0%	0%
Other*	33%	0%	0%	0%	0%	0%

*Stock options, education allowance, LTD

Hours Worked per week

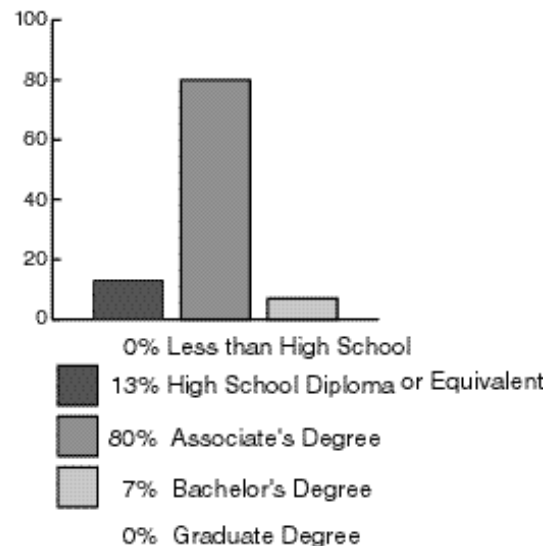
Full-time	40
Part-time	19

Work Shifts

Day	X	Graveyard	X
Swing	X	Other*	X
		*on-call	

Employer Requirements

Education



Training & Experience

	yes	no	not reqr'd but pref'd
Previous experience required	67%	27%	7%

Previous experience required: 14 mos. on average

Training as a substitute for experience	9%	91%	0%
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6 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Ability to complete and explain insurance forms
 Ability to follow laboratory procedures
 Ability to provide personal services to patients
 Ability to administer an electro-cardio-graph (EKG) test
 Record keeping skills
 Ability to administer injections
 Understanding of asepsis
 Blood drawing skills
 Inhalation therapy skills
 Ability to apply transferring techniques moving patients
 Ability to take vital signs
 Ability to detect complications in patients
 Ability to write effectively
 Knowledge of medical terminology

Personal or Other Skills

Ability to handle crisis situations
 Willingness to work with close supervision
 Ability to work independently

Basic Skills

Basic math skills
 Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills

Computer Skills

Word processing
 Spreadsheet

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 12.8%

Recruitment Methods

13% In house promotions or transfer	13% School, programs referrals
47% Employee referrals	7% Walk-in applicants
67% Newspaper ads	33% Internet
20% Trade journals	47% Other= word of mouth
7% Private employment agencies	

Where the Jobs Are

	SIC
Offices & Clinics of Medical Doctors	801
Nursing and Personal Care Facilities	805
Hospitals	806
Home Health Care Services	808

Size of Occupation

Size as of 1997=2,620
 Medium

Gender

Male 27%
 Female 73%

Projections

The projected growth for the period of 1997-2004 for Licensed Vocational Nurses is 18.3% (Slower than average).
 The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	0%	60%	40%
Projected over the next 24 months	7%	40%	53%

Lodging Managers

OES: 150262

Lodging Managers plan, organize, direct, control, or coordinate activities of an organization or department that provides lodging such as hotels, motels, or tourist courts.

Wages & Benefits

Wages: non-union

	low	high	median
New hires, no experience	\$8.00	\$12.66	\$12.47
New hires who are experienced	\$10.00	\$21.58	\$13.86
3 years with firm, experienced	\$11.00	\$26.37	\$15.34

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	67%	0%	33%	0%	0%	0%
Dental	72%	0%	28%	0%	0%	0%
Vision	44%	0%	17%	0%	0%	0%
Life	61%	0%	28%	0%	0%	0%
Sick	72%	0%	6%	0%	0%	0%
Vacation	94%	0%	6%	0%	0%	0%
Retirement	33%	0%	28%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

Hours Worked per week

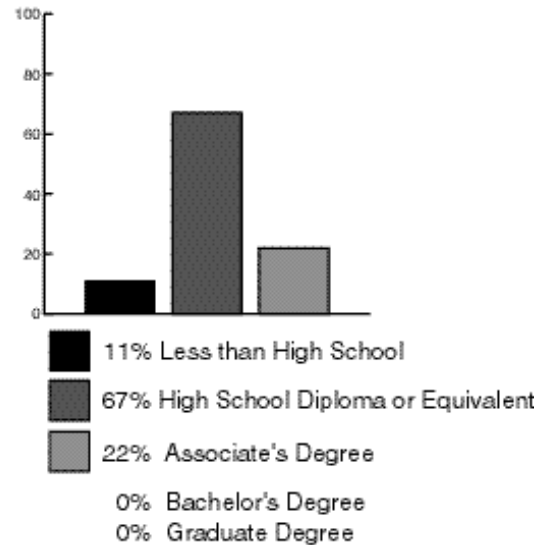
Full-time	43
Part-time	0
On-call	0
Seasonal	0

Work Shifts

Day	X	Graveyard	X
Swing	X	Other*	X
*on-call, nights, weekends			

Employer Requirements

Education



Training & Experience

	yes	no	not reqr'd but pref'd
--	-----	----	--------------------------

Previous experience required: 83% yes, 17% no, 0% not reqr'd but pref'd

Previous experience required: 16 mos. on average

Training as a substitute for experience: 47% yes, 53% no, 0% not reqr'd but pref'd

3 mos. of training on average can be substituted for experience

Skills & Other Requirements

Technical Skills

Ability to maintain financial records
 Ability to manage an activity or department
 Ability to plan and organize the work of others
 Ability to follow purchasing procedures
 Ability to hire and assign personnel
 Catering
 Problem solving
 Understanding of inventory techniques

Physical Skills

Ability to stand continuously for 2 or more hours
 Ability to lift at least 20 pounds

Personal or Other Skills

Ability to work under pressure
 Ability to work independently
 Customer service
 Public contact
 Willingness to work with close supervision

Basic Skills

Basic math skills
 Business math
 Record keeping
 Ability to read and follow instructions
 Ability to write legibly
 Ability to write effectively
 Oral communication skills

Computer Skills

Word processors, Spreadsheet, Envision, Auto clerk, System 21, Delphi

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 20.1%

Recruitment Methods

28% In house promotion or transfer	28% Other= call other hotels/properties for referrals, corporate office, regional recruiter
44% Employee referrals	
78% Newspaper ads	
28% Walk-in applicants	
39% Internet	

Where the Jobs Are

	SIC
Eating and Drinking Places	581
Hotels and Motels	701
This information is for (OES 150260) – Food Service and Lodging Managers	

Size of Occupation

Information Not Available

Gender

Male	47%
Female	53%

Projections

The projected growth for the period of 1997-2004 for Food Service and Lodging Managers (OES 150260) 32.1% (Faster than average).
 The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	0%	78%	22%
Projected over the next 24 months	6%	44%	50%

Maintenance Repairers - General Utility

OES: 851320

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

Wages & Benefits

Wages: non-union and union undetermined

	low	high	median
New hires, no experience	\$5.75	\$8.00	\$7.00
New hires who are experienced	\$6.00	\$16.00	\$9.25
3 years with firm, experienced	\$8.00	\$18.00	\$12.00
Wages: union			
New hires, no experience	\$12.00	\$12.00	\$12.00
New hires who are experienced	\$13.00	\$22.00	\$21.00
3 years with firm, experienced	\$15.00	\$25.00	\$23.00

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	67%	0%	7%	0%	0%	0%
Dental	53%	0%	7%	0%	0%	0%
Vision	47%	0%	0%	0%	0%	0%
Life	33%	0%	7%	0%	0%	0%
Sick	60%	0%	0%	0%	0%	0%
Vacation	47%	0%	0%	0%	0%	0%
Retirement	47%	0%	7%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

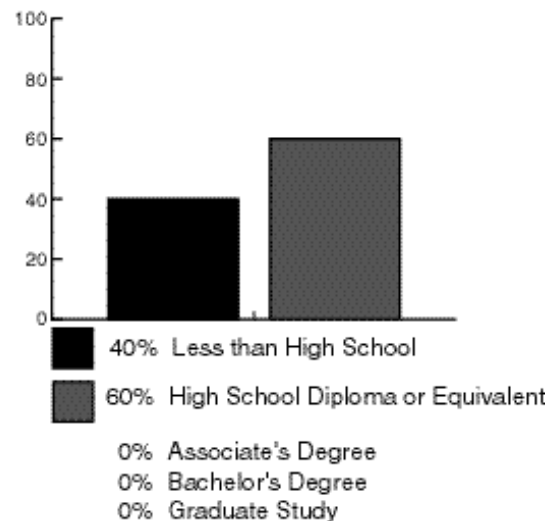
Hours Worked per week

Full-time40	On-call	0	Day	X	Graveyard	X
Part-time20	Seasonal	0	Swing	X	Other*	X
					*on-call	

Work Shifts

Employer Requirements

Education



Training & Experience

	yes	no	not reqr'd but pref'd
--	-----	----	--------------------------

Previous experience required 53% 40% 7%

Previous experience required: 17 mos. on average

Training as a substitute for experience 22% 78% 0%

7 mos. of training on average can be substituted for experience.

Maintenance Repairers - General Utility

Skills & Other Requirements

Technical Skills

Swimming pool maintenance skills
Record keeping skills
Ability to read blueprints
Ability to operate power hand tools
Ability to repair and install heating and air conditioning systems
Ability to do cement work
Arc welding skills
Gas welding skills
Painting skills
Carpentry skills
Electrical repair skills
Plumbing repair skills

Physical Skills

Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills

Ability to provide own hand tools
Willingness to work with close supervision
Ability to work independently

Basic Skills

Basic math skills
Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Computer Skills

Word processor

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified		X	
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 6.5%

Recruitment Methods

13% In house promotions or transfer 20% Walk-in applicants
47% Employee referrals 7% Internet
87% Newspaper ads 7% Colleges/universities
7% Employment Development Dept. 47% Other= word of mouth
7% School, programs referrals

Where the Jobs Are

	SIC
Electronic Components & Accessories	367
Telephone Communications	481
Real Estate Operators and Lessors	651
Real Estate Agents and Managers	653
Hotels and Motels	701
Misc. Amusement, Recreation Services	799
Elementary Government, Excluding Hospital and Educ.	903

Size of Occupation

Size as of 1997=6,420
Very large

Gender

Male 96%
Female 4%

Projected Growth

The projected growth for the period of 1997-2004 for Maintenance Repairers-General Utility is 21.2% (Slower than average).
The County Average Growth for all occupations is 24.5 %.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	7%	60%	33%
Projected over the next 24 months	0%	67%	33%

Medical Assistants

OES: 660050

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

Wages & Benefits

Wages: non-union, union, and union undetermined

	low	high	median
New hires, no experience	\$6.50	\$14.00	\$10.00
New hires who are experienced	\$10.00	\$16.00	\$13.00
3 years with firm, experienced	\$10.50	\$18.00	\$15.00

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	80%	7%	13%	0%	0%	0%
Dental	73%	7%	13%	0%	0%	0%
Vision	47%	7%	13%	0%	0%	0%
Life	67%	7%	0%	0%	0%	0%
Sick	87%	0%	7%	0%	0%	0%
Vacation	93%	7%	7%	0%	0%	0%
Retirement	80%	0%	7%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

Hours Worked per week

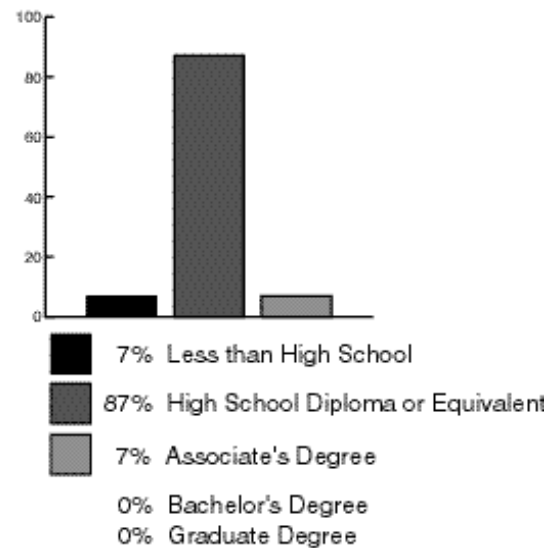
Full-time	39
Part-time	15

Work Shifts

Day	X	Graveyard	
Swing	X	Other*	X
		*weekends, nights, evenings	

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
--	-----	----	----------------------

Previous experience required	47%	40%	13%
------------------------------	-----	-----	-----

Previous experience required: 8 mos. on average

Training as a substitute for experience	44%	56%	0%
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2 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Ability to complete and explain medical insurance forms
 Ability to transcribe medical records and reports
 Ability to administer an electro-cardiograph (EKG) test
 Ability to administer injections
 Ability to apply sterilization techniques
 Blood drawing skills
 Understanding of inventory techniques
 Ability to follow billing procedures
 Ability to use word processing software
 Possession of a Medical Assistant Certificate
 Telephone answering skills
 Ability to write effectively
 Knowledge of medical terminology
 Ability to type at least 45 wpm

Personal or Other Skills

Ability to handle crisis situations
 Willingness to work with close supervision
 Ability to work independently

Basic Skills

Basic math skills
 Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills

Computer Skills

Word processor, Spreadsheet, Database, Desktop publishing, Medical Billing, Medical Software, Scheduling appointments

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified		X	
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 12.6%

Recruitment Methods

13% In house promotions or transfer	13% Walk-in applicants
40% Employee referrals	7% Trade journals
93% Newspaper ads	20% Internet
13% Private employment agencies	7% Colleges/universities
20% School, programs referrals	33% Other= word of mouth

Where the Jobs Are

	SIC
Office & Clinics of Medical Doctors	801

Size of Occupation

Size as of 1997=1,610
 Medium

Gender

Male 12%
 Female 88%

Projected Growth

The projected growth for the period of 1997-2004 for Medical Assistants is 48.4% (Much faster than average).
 The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual and projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	7%	60%	33%
Projected over the next 24 months	0%	60%	40%

Network Professionals (Systems Administrators)

Non-OES: 031132999

Network Professionals (Systems Administrators) are responsible for designing and maintaining a company's computerized information system, managing local and/or wide area networks. They may also include training network users, developing network strategies, downsizing mainframe and mini computer systems to PC networks. They may build front-ends to specific applications. They may be certified or uncertified.

Wages & Benefits

Wages: non-union, union, and union undetermined

	low	high	median
New hires, no experience		insufficient data	
New hires who are experienced	\$19.18	\$30.21	\$23.97
3 years with firm, experienced	\$23.97	\$47.95	\$34.09

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	93%	7%	7%	0%	0%	0%
Dental	93%	7%	7%	0%	0%	0%
Vision	80%	7%	7%	0%	0%	0%
Life	93%	7%	7%	0%	0%	0%
Sick	100%	13%	0%	0%	0%	0%
Vacation	100%	13%	0%	0%	0%	0%
Retirement	80%	7%	20%	0%	0%	0%
Child Care	7%	7%	13%	0%	7%	0%
Other*	7%	0%	0%	0%	0%	0%

* Stock options

Hours Worked per week

Hours Worked per week	On-call	Seasonal	Day	Swing	Graveyard	Other*
Full-time40		0	X	X	X	X
Part-time20		0				

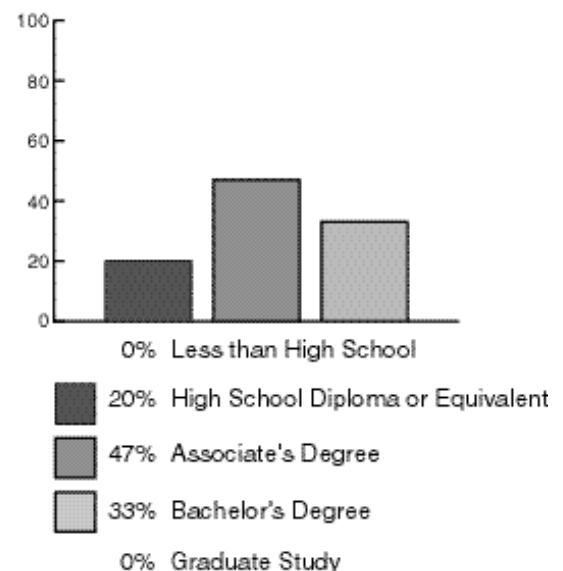
Work Shifts

Work Shifts	Day	Swing	Graveyard	Other*
X	X	X	X	X
X				

*on-call

Employer Requirements

Education



Training & Experience

	yes	no	not reqr'd but pref'd
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Previous experience required: 87% yes, 0% no, 13% not reqr'd but pref'd

Previous experience required: 19 mos. on average

Training as a substitute for experience: 20% yes, 80% no, 0% not reqr'd but pref'd

7 mos. of training on average can be substituted for experience.

Network Professionals (Systems Administrators)

Skills & Other Requirements

Technical Skills

Knowledge of microcomputer hardware systems
 Understanding of local and wide area networks (LAN/WAN)
 Knowledge of system integration
 Ability to write proposals and make recommendations
 Ability to write operating procedures
 Knowledge of Internet, Ethernet, ATM, UNIX
 Ability to evaluate new software
 Ability to design multi-server networks
 Supervisory and leadership skills
 Troubleshooting skills

Personal or Other Skills

Ability to work on a team
 Ability to work under pressure and meet deadlines
 Ability to pay attention to detail

Basic Skills

Oral communication skills

Computer Skills

Word processor
 Spreadsheet
 Database
 Desktop publishing
 Cytrix
 Unix
 Visual basic
 Oracle
 Powerpoint

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified		X	
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 2.5%

Recruitment Methods

27% In house promotions or transfer	67% Internet
73% Employee referrals	7% Colleges/universities
47% Newspaper ads	40% Other= word of mouth, job fairs, database
13% Private employment agencies	
7% Employment Development Dept.	

Where the Jobs Are

	SIC
Computer and Office Equipment	357
Electric Transmission and Distributing Equipment	361
Communications Equipment	366
Search, Detection, Navigation, Guidance, Aeronautical, Aeronautical Systems, Instruments, and Equipment	381
Laboratory Apparatus, and Analytical, Optical, Measuring, and Controlling Instruments—con.	382

Size of Occupation

Gender

Information Not Available	Male 87%
	Female 13%

Projections

The projected growth for the period of 1997-2004

Information Not Available

Employment Levels

Actual & projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	0%	53%	47%
Projected over the next 24 months	0%	40%	60%

Painters, Paperhangers - Construction & Maintenance

OES: 874020

Painters, Paperhangers, Construction and Maintenance paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

Wages & Benefits

Wages: non-union, union, and union undetermined

	low	high	median
New hires, no experience	\$7.50	\$12.00	\$8.00
New hires who are experienced	\$8.00	\$20.00	\$12.00
3 years with firm, experienced	\$9.50	\$25.00	\$18.00

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	40%	0%	20%	0%	0%	0%
Dental	27%	0%	7%	0%	13%	0%
Vision	27%	0%	13%	0%	7%	0%
Life	13%	0%	7%	0%	0%	0%
Sick	20%	0%	0%	0%	0%	0%
Vacation	33%	0%	0%	0%	7%	0%
Retirement	20%	0%	7%	0%	7%	0%
Child Care	7%	0%	0%	0%	0%	0%
Other*	0%	0%	0%	0%	0%	0%

Hours Worked per week

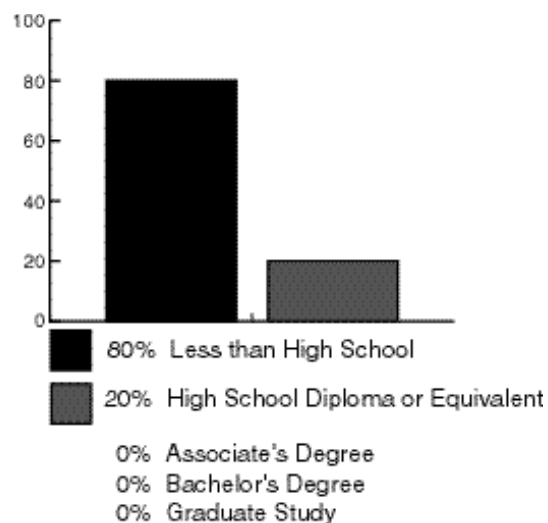
Full-time40	On-call	0
Part-time 0	Seasonal	0

Work Shifts

Day	X	Graveyard	X
Swing	X	Other	

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
--	-----	----	-------------------------

Previous experience required	33%	53%	13%
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Previous experience required: 14 mos. on average

Training as a substitute for experience	29%	71%	0%
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2 mos. of training on average can be substituted for experience.

Painters, Paperhangers - Construction & Maintenance

Skills & Other Requirements

Technical Skills

Ability to use and read a tape measure
Knowledge of paints and related chemicals
Brush painting skills
Roller painting skills
Spray painting skills
Drywall installation and repair skills
Surface preparation skills

Physical Skills

Ability to tolerate dust and paint fumes
Ability to work from ladders and scaffolds
Possession of good color perception
Ability to stand continuously for 2 or more hours
Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills

Possession of a reliable vehicle
Willingness to work with close supervision
Ability to pay attention to detail
Ability to work independently
Customer service skills

Basic Skills

Basic math skills
Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Computer Skills

None

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified		X	
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 13.8%

Recruitment Methods

60% Employee referrals	7% Walk-in applicants
73% Newspaper ads	40% Other= signs, word of mouth
7% Union hall referrals	

Where the Jobs Are

	SIC
Painting and Paper Hanging	172
Personnel Supply Services	736

Size of Occupation

Size as of 1997=2,000
Medium

Gender

Male 100%
Female 0%

Projections

The projected growth for the period of 1997-2004 for Painters, Paperhangers-Construction & Maintenance is 41.0% (Much faster than average).

The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual & projected growth by employers surveyed

	decline	remain stable	grow
During the last 12 months	0%	60%	40%
Projected over the next 24 months	7%	53%	40%

Plumbers, Pipefitters, & Steamfitters

OES: 875020

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. Please do not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.

Wages & Benefits

Wages: non-union, & union undetermined

	low	high	median
New hires, no experience	\$8.00	\$10.00	\$10.00
New hires who are experienced	\$10.00	\$25.00	\$14.00
3 years with firm, experienced	\$15.00	\$40.00	\$20.00
Wages: union			
New hires, no experience	\$11.50	\$11.50	\$11.50
New hires who are experienced	\$11.00	\$42.51	\$17.22
3 years with firm, experienced	\$15.00	\$49.00	\$31.76

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	69%	0%	6%	0%	0%	0%
Dental	50%	0%	0%	0%	0%	0%
Vision	38%	0%	0%	0%	0%	0%
Life	44%	0%	0%	0%	0%	0%
Sick	31%	0%	0%	0%	0%	0%
Vacation	38%	0%	6%	0%	0%	0%
Retirement	44%	0%	13%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other*	6%	0%	0%	0%	0%	0%

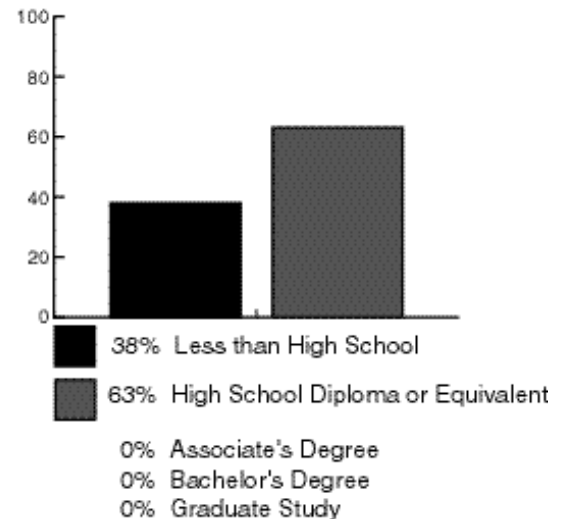
*Benefits provided through union, schooling

Hours Worked per week

Full-time 40	On-call	0	Day	X	Graveyard	X
Part-time 0	Seasonal	40	Swing	X	Other*	X
					*on-call	

Employer Requirements

Education



Training & Experience

	yes	no	not reqr'd but pref'd
--	-----	----	-----------------------

Previous experience required: 56% yes, 31% no, 13% not reqr'd but pref'd

Previous experience required: 27 mos. on average

Training as a substitute for experience: 27% yes, 73% no, 0% not reqr'd but pref'd

9 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Ability to read blueprints
Ability to use hand tools
Cost estimating skills
Pipefitting skills
Arc welding skills
Gas welding skills
Soldering skills
Understanding of building codes
Possession of a valid driver's license

Physical Skills

Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills

Ability to provide own hand tools
Possession of a reliable vehicle
Willingness to work with close supervision
Public contact skills
Ability to work independently
Possession of a good DMV driving record

Basic Skills

Basic math skills
Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Computer Skills

Word processor
Spreadsheet

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 31.6%

Recruitment Methods

31% Employee referrals
38% Newspaper ads
50% Union hall referrals
44% Other= word of mouth, recruiter, flyers

Where the Jobs Are

	SIC
Plumbing, Heating, Air Conditioning	171

Size of Occupation

Size as of 1997=3,080
Large

Gender

Male 100%
Female 0%

Projections

The projected growth for the period of 1997-2004 for Plumbers, Pipefitters, & Steamfitters is 34.7% (Faster than average).
The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual & projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	0%	38%	63%
Projected over the next 24 months	6%	25%	69%

Police Patrol Officers

OES: 630140

Police Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling a specific area on foot or in a vehicle; directing traffic; issuing traffic summonses; investigating accidents; apprehending, arresting and processing prisoners; and giving evidence in court.

Wages & Benefits

Wages: non-union, union, and union undetermined

	low	high	median
New hires, no experience	\$19.34	\$28.64	\$25.14
New hires who are experienced	\$18.12	\$34.32	\$26.70
3 years with firm, experienced	\$22.03	\$39.73	\$29.89

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	73%	0%	27%	0%	0%	0%
Dental	82%	0%	18%	0%	0%	0%
Vision	45%	0%	9%	0%	18%	0%
Life	64%	0%	36%	0%	0%	0%
Sick	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	45%	0%	45%	0%	9%	0%
Child Care	0%	0%	0%	0%	9%	0%
Other	0%	0%	0%	0%	0%	0%

Hours Worked per week

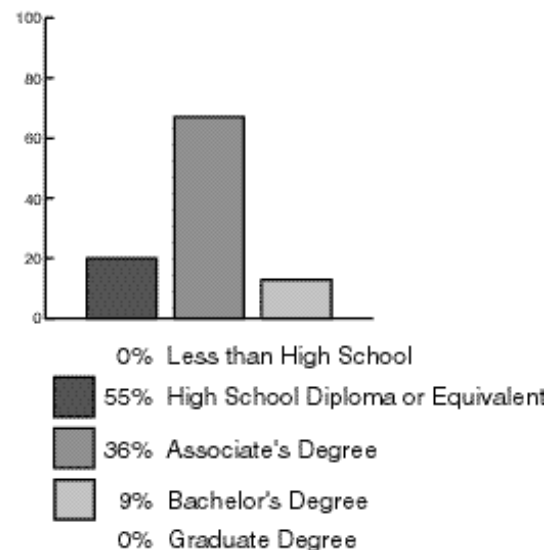
Full-time40	On-call	0
Part-time25	Seasonal	0

Work Shifts

Day	X	Graveyard	X
Swing	X	Other*	X
*4th watch, weekends, 12 hr. shifts			

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
--	-----	----	----------------------

Previous experience required	9%	82%	9%
------------------------------	----	-----	----

Previous experience required: 11 mos. on average

Training as a substitute for experience	0%	100%	0%
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0 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Ability to administer emergency first aid
Possession of a Firearms Qualifications Card
Ability to understand foreign accents
Verbal presentation skills
Ability to write effectively
Analytical skills

Physical Skills

Ability to pass a pre-employment medical examination
Ability to pass a physical performance test

Personal or Other Skills

Understanding of a variety of cultures
Ability to read and comprehend information quickly
Willingness to work with close supervision
Ability to pass a psychological interview
Public contact skills
Ability to work independently

Basic Skills

Ability to follow oral instructions
Basic math skills
Ability to write legibly
Oral communication skills

Computer Skills

Word processor

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 8.6%

Recruitment Methods

18% Employee referrals	55% Internet
64% Newspaper ads	9% College/universities
36% School program referrals	55% Other= flyers in mail, Public Services Announcement, Career Fair, Police academy
9% Walk in applicants	
27% Trade journals	

Where the Jobs Are

	SIC
Local Government, Excluding Hospital and Educ.	903

Size of Occupation

Size as of 1997=1,980
Medium

Gender

Male 81%
Female 19%

Projected Growth

The projected growth for the period of 1997-2004 for Police Patrol Officer is 15.2% (Slower than average).
The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual & projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	18%	64%	18%
Projected over the next 24 months	9%	36%	55%

Stock Clerks - Sales Floor

OES: 490210

Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins, and tables with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise.

Wages & Benefits

Wages: non-union, union, and union undetermined

	low	high	median
New hires, no experience	\$5.75	\$8.00	\$7.00
New hires who are experienced	\$6.35	\$12.00	\$8.00
3 years with firm, experienced	\$6.85	\$12.00	\$10.00

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	68%	26%	11%	5%	0%	0%
Dental	63%	21%	16%	11%	0%	0%
Vision	58%	21%	5%	0%	0%	0%
Life	47%	21%	5%	0%	11%	11%
Sick	74%	26%	0%	0%	0%	0%
Vacation	79%	32%	0%	0%	0%	0%
Retirement	58%	26%	11%	5%	0%	0%
Child Care	11%	0%	0%	0%	0%	5%
Other*	0%	11%	0%	0%	0%	0%

*P/T benefits not available until employee has worked between 1500 hours – 2 years

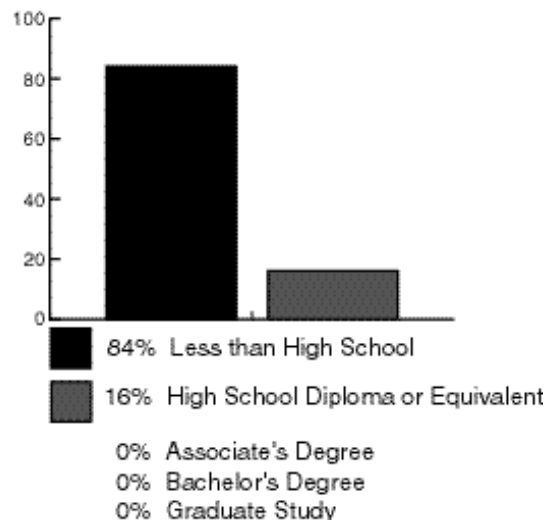
Hours Worked per week

Hours Worked per week	On-call	Seasonal	Day	Swing	Graveyard	Other*
Full-time40		0	X	X	X	X
Part-time21		0	X	X	X	X

*nights, weekends

Employer Requirements

Education



Training & Experience

	yes	no	not reqr'd but pref'd
--	-----	----	--------------------------

Previous experience required: 11% yes, 79% no, 11% not reqr'd but pref'd

Previous experience required: 7 mos. on average

Training as a substitute for experience: 100% yes, 0% no, 0% not reqr'd but pref'd

3 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Ability to operate a fork lift
Record keeping skills
Cash handling skills
Understanding of inventory techniques
Bondable

Physical Skills

Ability to stand continuously for 2 or more hours
Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills

Willingness to work with close supervision
Ability to work independently
Customer service skills

Basic Skills

Ability to follow oral instructions
Basic math skills
Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Computer Skills

Word processor
Spreadsheet
Datatbase

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified	X		
Inexperienced	X		

Turnover (Annual percentage rate of job turnover) = 19.9%

Recruitment Methods

5% In house promotions or transfer	68% Walk-in applications
42% Employer referrals	11% Internet
53% Newspaper ads	47% other=signs, job hotline, word of mouth, recruiter, job fairs
5% Private employment agencies	
5% Union hall referrals	

Where the Jobs Are

	SIC
Lumber and Other Building Materials	521
Department Stores	531
Grocery Stores	541
Drug Stores and Proprietary Stores	591
Miscellaneous Shopping Goods Stores	594

Size of Occupation

Size as of 1997=7,620
Very Large

Gender

Male 44%
Female 56%

Projections

The projected growth for the period of 1997-2004 for Stock Clerks-Sales Floor is 15.6% (Slower than average).
The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual & projected growth by employers surveyed

	decline	remain stable	grow
During the last 12 months	5%	74%	21%
Projected over the next 24 months	11%	37%	53%

Teachers - Elementary School

OES: 313050

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Please do not include special education teachers who teach only handicapped pupils.

Wages & Benefits

Wages: non-union & union undetermined

*Only 3 schools in sample employed new hires with no experience.

	low	high	median
New hires, no experience	\$12.00	\$24.29	\$21.11
New hires who are experienced	\$10.00	\$24.87	\$17.84
3 years with firm, experienced	\$14.00	\$30.46	\$19.14

Wages: union

New hires, no experience	\$15.85	\$17.93	\$16.82
New hires who are experienced	\$16.98	\$28.03	\$18.35
3 years with firm, experienced	\$17.84	\$30.98	\$18.35

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative). *Only 3 schools in sample employed new hires with no experience.

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	80%	13%	13%	13%	0%	0%
Dental	80%	13%	13%	13%	0%	0%
Vision	80%	13%	13%	13%	0%	0%
Life	73%	7%	7%	7%	0%	0%
Sick	87%	13%	7%	7%	0%	0%
Vacation	60%	0%	0%	0%	0%	0%
Retirement	87%	13%	7%	7%	0%	0%
Child Care	20%	0%	0%	0%	0%	0%
Other*	0%	0%	7%	7%	0%	0%

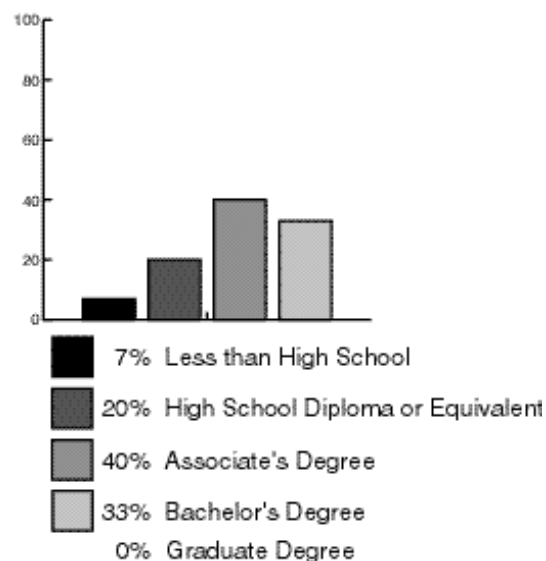
*Part time employees must work at least 20 hrs. to receive benefits

Hours Worked per week

Full-time38	On-call	0	Day	X	Graveyard
Part-time19	Seasonal	0	Swing		Other*
					*weekends

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
Previous experience required	53%	40%	7%
Previous experience required: 17 mos. on average			
Training as a substitute for experience	33%	67%	0%
10 mos. of training on average can be substituted for experience.			

Skills & Other Requirements

Technical Skills

Knowledge of algebra
Audiovisual teaching skills
Artistic skills
Musical skills
Supervisory skills
Classroom management skills
Record keeping skills
Ability to administer emergency first aid
Possession of a state teacher's certificate
Ability to write effectively
Problem solving skills

Personal or Other Skills

Understanding of a variety of cultures
Possession of a clean police record
Willingness to work with close supervision
Ability to work independently
Ability to work under pressure
Ability to exercise patience

Basic Skills

Ability to read and follow instructions

Computer Skills

Word processor
Spreadsheet

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified		X	
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 13.3%

Recruitment Methods

27% In house promotions or transfer	13% Walk-in applicants
60% Employee referrals	73% Internet
73% Newspaper ads	20% Colleges/universities
7% Private employment agencies	13% Other= career fair
7% School, programs referrals	
7% Union hall referrals	

Where the Jobs Are

	SIC
Elementary and Secondary Schools	821

Size of Occupation

Size as of 1997=9,380
Very Large

Gender

Male 23%
Female 77%

Projections

The projected growth for the period of 1997-2004 for Teachers-Elementary School is 11.6% (Slower than average).
The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual & projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	7%	60%	33%
Projected over the next 24 months	0%	53%	47%

Teachers, Preschool

OES: 313030

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

Wages & Benefits

Wages: non-union, union, and union undetermined

	low	high	median
New hires, no experience	\$8.25	\$10.50	\$9.36
New hires who are experienced	\$9.50	\$15.00	\$11.50
3 years with firm, experienced	\$10.25	\$16.78	\$13.50

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	87%	27%	7%	7%	0%	0%
Dental	67%	20%	0%	0%	7%	7%
Vision	47%	13%	0%	0%	0%	0%
Life	60%	20%	0%	0%	0%	0%
Sick	93%	47%	0%	0%	0%	0%
Vacation	93%	40%	0%	0%	0%	0%
Retirement	53%	13%	13%	13%	7%	7%
Child Care	53%	33%	20%	20%	0%	0%
Other*	7%	7%	0%	0%	0%	0%

* Disability

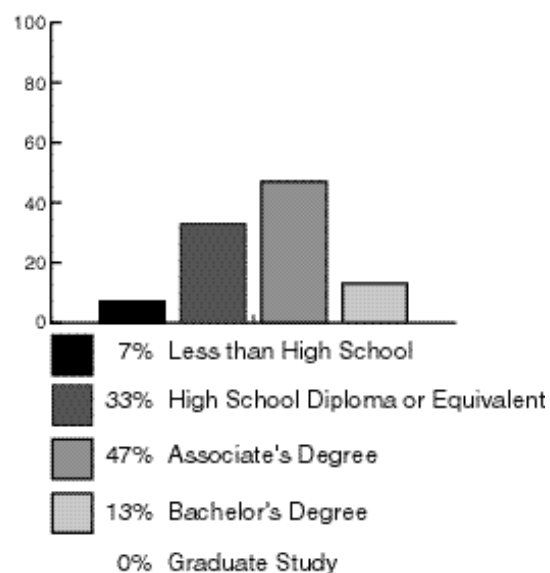
Hours Worked per week

Full-time40	On-call	20	Day	X	Graveyard
Part-time27	Seasonal	0	Swing		Other

Work Shifts

Employer Requirements

Education



Training & Experience

	yes	no	not req'd but pref'd
--	-----	----	----------------------

Previous experience required: 47% yes, 27% no, 27% not req'd but pref'd

Previous experience required: 12 mos. on average

Training as a substitute for experience: 64% yes, 36% no, 0% not req'd but pref'd

9 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Classroom management skills
 Knowledge of early childhood development
 Ability to operate audiovisual equipment
 Ability to write effectively
 Ability to administer emergency first aid
 Record keeping skills
 Oral reading skills
 Supervisory skills
 Problem solving skills
 Artistic skills
 Ability to apply principles of recreation
 Musical skills

Personal or Other Skills

Understanding of a variety of cultures
 Possession of a clean police record

 Willingness to work with close supervision
 Ability to work independently
 Ability to work under pressure
 Ability to exercise patience

Basic Skills

Basic math skills
 Ability to read and follow instructions
 Ability to write legibly

Computer Skills

Word processor
 Database

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 24.0%

Recruitment Methods

27% In house promotions or transfer	20% Walk-in applicants
80% Employee referrals	40% Internet
80% Newspaper ads	20% Colleges/universities
7% School, programs referrals	13% Other= word of mouth

Where the Jobs Are

	SIC
Child Day Care Services	835
Religious Organizations	866

Size of Occupation

Size as of 1997=2,850
 Large

Gender

Male 3%
 Female 97%

Projections

The projected growth for the period of 1997-2004 for Teachers, Preschool is 18.9% (Slower than average).
 The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual & projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	13%	67%	20%
Projected over the next 24 months	7%	53%	40%

Vehicle Salespersons - Retail

OES: 490111

Retail Vehicle Salespersons sell new and used automobiles, trailers, mobile homes, motor homes, boats, motorcycles and other vehicles to the public. They explain the features and demonstrate the operation of the vehicle in the showroom or on the road, and suggest optional equipment. They may compute the sales price, including tax, trade-in allowance, license fee, and discount, and requirements for financing payment of the vehicle on credit. Please do not include workers who primarily sell vehicle parts and accessories.

Wages & Benefits

Wages: non-union

	low	high	median
New hires, no experience	\$5.75	\$19.18	\$12.46
New hires who are experienced	\$5.75	\$21.58	\$13.66
3 years with firm, experienced	\$5.75	\$23.97	\$14.86

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Benefits

	employer pays		shared cost		employee pays all	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	93%	0%	7%	0%	0%	0%
Dental	87%	0%	7%	0%	7%	0%
Vision	67%	0%	0%	0%	0%	0%
Life	87%	0%	0%	0%	0%	0%
Sick	67%	0%	7%	7%	0%	0%
Vacation	73%	0%	7%	7%	0%	0%
Retirement	47%	0%	13%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

Hours Worked per week

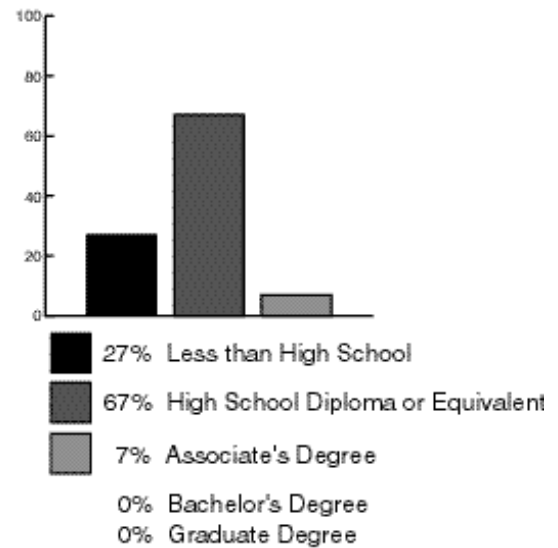
Full-time	42
Part-time	35

Work Shifts

Day	X
Swing	
Graveyard	
Other*	X
*evenings	

Employer Requirements

Education



Training & Experience

	yes	no	not reqr'd but pref'd
Previous experience required	27%	47%	27%

Previous experience required: 5 mos. on average

Training as a substitute for experience	13%	88%	0%
---	-----	-----	----

36 mos. of training on average can be substituted for experience.

Skills & Other Requirements

Technical Skills

Ability to apply sales techniques
 Understanding of inventory techniques
 Ability to operate a cash register
 Ability to write effectively

Physical Skills

Ability to stand continuously for 2 or more hours

Personal or Other Skills

Good grooming skills
 Willingness to work with close supervision
 Public contact skills
 Ability to work independently
 Customer service skills

Basic Skills

Basic math skills
 Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills

Computer Skills

Word processor
 Spreadsheet
 Database
 ADP

Training Providers

Please refer to appendices b & c to locate training providers for this occupation in Santa Clara County.

Employment Trends

Supply & Demand (difficulty in finding applicants)

	not difficult	moderately difficult	very difficult
Fully experienced & qualified			X
Inexperienced			X

Turnover (Annual percentage rate of job turnover) = 26.4%

Recruitment Methods

20% In house promotions or transfer
 60% Employee referrals 47% Internet
 87% Newspaper ads 33% Other= word of mouth
 33% Walk-in applicants

Where the Jobs Are

Information Not Available

Size of Occupation

Information Not Available

Gender

Male 91%
 Female 9%

Projections

The projected growth for the period of 1997-2004 for Salespersons, Retail OES (490110) is 34.9% (Slower than average).
 The County Average Growth for all occupations is 24.5%.

Employment Levels

Actual & projected growth as stated by employers surveyed

	decline	remain stable	grow
During the last 12 months	13%	53%	33%
Projected over the next 24 months	7%	60%	33%

Appendix A: Previously Studied Occupations 1995-2000

A Accountants & Auditors: 1999 Adjustment Clerks: 1997 Administrative Assistants: 1999 Assemblers: Electrical & Electronic Equipment: 1995, 2000 Assemblers & Fabricators-except Machine, Electrical, Electronic and Precision: 1999 Automotive Mechanics: 1996	Computer Support Specialists: 1998 Cooks - Restaurant: 1995,1999 Correction Officers & Jailers: 1995
B Bill & Account Collectors: 1998 Biological, Agricultural & Food Technicians & Technologists - Except Health: 1995 Biological Scientists: 1995 Biotechnology Research Assistants: 1998 Bookkeeping, Accounting & Auditing Clerks - including Bookkeepers: 1995, 1999 Brokerage Clerks: 1998 Bus & Truck Mechanics & Diesel Engine Specialists: 1996	D Database Administrators: 2000 Dental Assistants: 1996, 2000 Desktop Publishing - Graphic Designer: 1997 Dispatchers - except Police, Fire & Ambulance: 1995
C Carpenters: 2000 Cashiers: 1999 Chemical Technicians & Technologists - except Medical & Clinic: 1995 Child Care Workers: 1999 Claims Examiners - Property & Casualty Insurance: 1997 Combined Food Preparation and Service Workers: 1999 Compliance Officers & Enforcement Inspectors - except Construction: 1996 Computer Aided Audio/Visual Engineers: 1996 Computer Aided Design Technicians: 1997 Computer Animators: 1996 Computer Engineers: 1995, 1999 Computer Network Administrators & Managers: 2000 Computer Operators: 1995 Computer Programmers, including Aides: 1997, 2000	E Electrical and Electronic Engineering - Technicians and Technologists: 1996, 1999 Electrical and Electronic Engineers: 1996, 2000 Electricians: 1995, 2000 Electronic Home Entertainment Equipment Repairers: 1998 Electronic Semiconductor Processors: 1999 Employment Interviewers - Private or Public Employers: 1997 Engineering, Mathematical & Natural Sciences Managers: 1998
	F Farm Equipment Operators: 1996 Financial Managers: 1999 Financial Planners: 1998 Food Preparation Workers: 1998 Food Service Managers: 2000 Gardeners, Groundskeepers - except Farm: 1995 General Managers & Top Executives: 2000 General Office Clerks:1998 Guards & Watch Guards: 1998 Hand Packers & Packagers: 1999 Hazardous Waste Management Specialists: 1995 Heating, Air Conditioning & Refrigeration Mechanics and Installers: 1997 Home Health Aides: 1998 Hotel Desk Clerks: 1997 Human Service Workers: 1995 Industrial Engineers - Except Safety: 1996 <u>Occupational Outlook 2000 Santa Clara County</u>

Appendix A: Previously Studied Occupations 1995-2000

Inspectors, Testers, and Graders-Precision: 1999

Instructional Aides: 1995, 2000

Integrated Circuit Fabricators/Operators: 1996

Integrated Circuit Layout Designers: 1996

Internet Server Designers & Administrators (Webmasters): 1996

J Janitors & Cleaners - except Maids & Housekeeping Cleaners: 1997, 2000

L Laborers, Landscaping & Groundskeeping: 2000

LAN/WAN (Local /Wide Area Network) Managers: 1995

Librarians - Professional: 1996

Licensed Vocational Nurses: 1997

Lodging Managers: 2000

M Machinists: 1997

Maids & Housekeeping Cleaners: 1998

Maintenance Repairers - General Utility: 2000

Marketing, Advertising, and Public Relations Managers: 1996, 1999

Mechanical Engineers: 1998

Medical Assistants: 1996, 2000

Medical & Clinical Laboratory Technologists: 1995

Medical Records Technicians: 1997

Multimedia Specialists: 1998

N Network Professionals: 2000

Nurse Aides: 1995, 1999

O Occupational Therapists: 1997

Office Equipment Installers and Repairers: 1997

Order Clerks - Materials, Merchandise & Service: 1997

P Painters, Paperhangers - Construction & Maintenance: 1995, 2000

Paralegal Personnel: 1998

Personnel, Training, and Labor Relations

Specialists: 1997

Pharmacy Technicians: 1996

Physical Therapists: 1997

Physical Therapy Aides: 1998

Physical Therapy Assistants: 1998

Plumbers, Pipefitters, and Steamfitters: 1997, 2000

Police Patrol Officers: 1995, 2000

Production, Planning, and Expediting Clerks: 1999

Public Relations Specialists & Publicity Writers: 1997

Purchasing Agents, except Wholesale, Retail & Farm Products: 1999

Purchasing Managers: 1997, 1999

Q Quality Assurance Managers: 1997

R Receptionists & Information Clerks: 1998

Recreation Workers: 1995

Registered Nurses: 1995, 1999

Respiratory Care Practitioners: 1995

S Sales Agents & Placers - Insurance: 1998

Sales Engineers: 1996

Salespersons - Retail (Except Vehicle Sales): 1998

Sales Representatives, Scientific and Related Products and Services - except Retail: 1996, 1999

Secretaries, Except Legal & Medical : 1996, 1999

Secretaries, Medical: 1997

Social Workers: 1996

Software Engineers: 1996

Stock Clerks - Sales Floor: 2000

Appendix A: Previously Studied Occupations 1995-2000

Stock Clerks - Stockroom, Warehouse, Storage Yard:
1998

Systems Analysts - Electronic Data Processing: 1998

T Teachers - Elementary School: 1997, 2000

Teachers, Preschool: 2000

Teachers, Secondary School: 1998

Technical Writers: 1999

Telemarketers, News and Street Vendors, Telephone
Solicitors, Door-to-Door Sales Workers and Other
Related Workers: 1999

Traffic, Shipping, and Receiving Clerks: 1999

Travel Agents: 1997

Truck Drivers, Light - including Delivery & Route
Workers: 1995, 1999

V Vehicle Salespersons - Retail: 2000

Veterinary Assistants: 1997

W Waiters & Waitresses: 1998

Wholesale & Retail Buyers - except Farm Products:
1996

Writers & Editors: 1998

Appendix B: Training Providers by Occupation

Use this appendix in conjunction with appendix c to get more detailed information about the Training Providers listed. NOVA Private Industry Council does not endorse any of the following Training Providers.

Assemblers

Center for Employment Training
Institute for Career Development (Goodwill)
Milpitas Adult Education Program
San Jose Computer Academy
Vietnamese Voluntary Foundation

Carpenters

Carpenters 46 Northern Counties
Central County Occupational Program
Milpitas Adult Education Programs

Computer Network Administrators and Managers

Career Dynamics International (network technician)
Computer Business College (network technician)
Computer Training Academy
De Anza College
Foothill College
Gavilan College
Heald College (network technician)
Infotec
Institute for Business and Technology (network technician)
ITT Technical Institute
Masters Institute
Micro-Polytechnical Institute
Occupational Training Institute
Productivity Point International
San Jose City College
Silicon Valley College

Computer Programmers, including Aides

California College of Communications
De Anza College
Evergreen Valley College
Foothill-College
Gavilan College
Institute of Computer Technology
International Technological University
ITT Technical Institute
Masters Institute
Mission College
Occupational Training Institute
Productivity Point International
San Jose City College
Software Advanced Technologies Institute
University of California Santa Cruz Extension
West Valley College

Database Administrators

City University
Computer Business College
Computer Training Consultants
Evergreen Valley College
De Anza College
Foothill College
Gavilan College
Golden Gate University, Silicon Valley
Infotec
Mission College
North Santa Clara County ROP
Productivity Point International
San Jose Computer Academy
Santa Clara University
Silicon Valley College
The National Hispanic University

Appendix B: Training Providers by Occupation

University of California Santa Cruz Extension
West Valley College

Dental Assistants

Bryman College-North
Bryman College-South
Central County Occupational Center
Foothill College
Occupational Training Institute
San Jose City College
San Jose Dental Tech College
South Santa Clara County ROP

Electrical and Electronic Engineers

Cogswell Polytechnical College
International Technological University
ITT Technical Institute (electrical technician)
Santa Clara University
Stanford University

Electricians

Central County Occupational Center
Milpitas Adult Education Programs
Electrical JATC of Santa Clara County

Food Service Managers

Mission College
Santa Clara County ROP – South

General Managers and Top Executives

City University
Computer Training Academy
De Anza College
Evergreen Valley College
Foothill College
Gavilan College

Golden Gate University
International Technological University
National University
Occupational Training Institute
San Jose State University
Stanford University
University of California Santa Cruz Extension
University of Phoenix
West Valley College

Instructional Aides

Gavilan College

Janitors and Cleaners

Center for Employment Training

Laborers, Landscapers and Groundskeeping

Training not available in Santa Clara County

Licensed Vocational Nurses

De Anza College
Gavilan College
Mission College
University of Phoenix

Lodging Managers

Golden Gate University, Silicon Valley

Maintenance Repairers

Center for Employment Training
San Jose City College

Medical Assistants

Bryman College – North
Occupational Outlook 2000 Santa Clara County

Appendix B: Training Providers by Occupation

Bryman College – South
Center for Employment Training
Central County Occupational Center

De Anza College
Institute for Business and Technology
Occupational Training Institute
Santa Clara Unified Adult Education
Silicon Valley College
Trinity College
West Valley College

Network Professionals (Systems Administrators)

Masters Institute
Silicon Valley College
Productivity Point International
University of California Santa Cruz Extension
University of Phoenix

Painters, Paperhangers– Construction and Maintenance

Training not available in Santa Clara County

Plumbers, Pipefitters

Center for Employment Training
San Jose City College

Police Patrol Officers

De Anza College
Evergreen Valley College

Stock Clerks

Training not available in Santa Clara County

Teachers, Elementary School

Occupational Outlook 2000 Santa Clara County

De Anza College
Gavilan College
National University (credential)
Occupational Training Institute
San Jose State University
Stanford University
The National Hispanic University

Teachers, Preschool

Foothill College
Gavilan College
Montessori Teacher Training Center of
Northern California
Occupational Training Institute
The National Hispanic University
University of California Santa Cruz Extension
WestMed Training
West Valley College

Vehicle Salespersons–Retail

Training not available in Santa Clara County

Appendix C: Training Provider Index

A American Flyers Flight School

1250 Aviation Ave., Suite 185
San Jose, CA 95110
Phone: 800-237-2825
Fax: 408-297-2172
www.americanflyers.net

American Language Programs INC.

One West Campbell Ave., Suite 77
Campbell, CA 95008
Phone: 408-866-1113
Fax: 408-866-0762
www.americanlanguage-esl.com

American School of Piano Tuning

17070 John Telfer Drive
Morgan Hill, CA 95037
Phone: 1-800-497-9793
www.pianotuning.com

Area Truck Driving School

P.O. Box 6376
1061 Martin Avenue
Phone: 408-283-9027
Fax: 408-283-9028
www.areatruckdrivingschool.com

Association of Certified Professional Wedding Consultants

7791 Prestwick Circle
San Jose, CA 95135
Phone: 408-528-9000
Fax: 408-528-9333
www.acpwc.com

Automobile Apprenticeship

1150 S. Bascom Avenue, Suite 23
San Jose, CA 95128
Phone: 408-291-2540
Fax: 408-291-2545
www.autoapprenticeship.com

B Becker Conviser CPA Review Course

115 Gish Road, Suite 205
San Jose, CA 95112
Phone: 877-PASSNOW or 877-727-7669
Fax: 408-820-9483
www.beckerconviser.com

Body Therapy Center

368 California Avenue
Palo Alto, CA 94306
Phone: 650-328-9400
Fax: 650-328-9478
www.bodymindspirit.net

Bryman College - North

1245 S. Winchester Blvd.
San Jose, CA 95128
Phone: 408-246-4171
Fax: 408-557-9855
www.bryman-college.com

Bryman College - South

4030 Moorpark Avenue, Suite 110
San Jose, CA 95117
Phone: 408-615-4160
Fax: 408-216-0252
www.bryman-college.com

C Center for Applied Competitive Technologies (De Anza College)

420 S. Pastoria Ave., Suite 1
Sunnyvale CA, 94086
Telephone: 408-522-1044
Fax: 408-522-1061
www.deanzacact.org

California College of Communications

700 W. Hamilton Avenue, Suite #210
Campbell, CA 95008
Phone: 408-374-5066
Fax: 408-374-3173
www.calcc.com

California Cosmetology College

955 Monroe Street
Santa Clara, CA 95050
Phone: 408-247-2200
Fax: 408-247-9730

Career Dynamics International

1800 Hamilton Avenue
San Jose, CA 95125
Phone: 408-264-4465
Fax: 408-264-4471
www.cditraining.com

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Carpenter Training Committee for Northern California

485 Woodview Drive
Morgan Hill, CA 95037
Phone: 408-778-1552
Fax: 408-778-9327

Center For Employment Training

701 Vine St.
San Jose, CA 95110
Phone: 408-287-7924
Fax: 408-534-5314
www.cet2000.org

Center for Training and Careers INC.

1600 Las Plumas Ave.
San Jose, CA 95133
Phone: 408-251-3165
Fax: 408-251-3146
www.ctcsj.org

Central County Occupational Center

760 Hillsdale Ave.
San Jose, CA 95136
Phone: 408-723-6400
Fax: 408-723-6487
www.metroed.net

Chamberlin Real Estate School

1825 Winchester Blvd.
Campbell, CA 95008
Phone: 408-378-4400
Fax: 408-378-2241
www.reschool.com

City University

675 N. 1st Street, Suite 110
Santa Clara, CA 95112
Phone: 408-289-1270
Fax: 408-289-1272
www.cityu.edu

Cogswell Polytechnical College

1175 Bordeaux Drive
Sunnyvale, CA 94089
Phone: 408-541-0100
Fax: 408-747-0764
www.cogswell.edu

Computer Business College

650 N. King Road
San Jose, CA 95133
Phone: 408-258-0986
Fax: 408-258-8553
www.compbusinesscollege.com

Computerific!

255 N. Market Street, Suite 115
San Jose, CA 95110
Phone: 408-295-6042
Fax: 408-295-6040
www.computerific.com

Computer Training Academy INC.

245 Charcot Ave.
San Jose, CA 95131
Phone: 408-441-6990
Fax: 408-441-6994
www.computerainingacad.com

Computer Training Consultants

144 San Tomas Aquino Road
Campbell, CA 95008
Phone: 408-871-6636
Fax: 408-871-6633
www.comptraining.com

D De Anza College

21250 Stevens Creek Blvd.
Cupertino, CA 95014
Phone: 408-864-5678
Fax: 408-864-8329
www.deanza.fhda.edu

De Anza College/Business and Industry Institute

21250 Stevens Creek Blvd.
Cupertino, CA 95014
Phone: 408-864-8710
Fax: 408-864-8400
www.siliconvalleytraining.fhda.edu

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E East Side Union High School District Adult Education Program

625 Education Park Drive
San Jose, CA 95133
Phone: 408-928-9300
Fax: 408-928-9309
www.esuhdsd.org

Embry Riddle Aeronautical University

995 E. Mission St.
San Jose 95112
Phone: 408-298-7380
Fax: 408-298-7381
www.db.erau.edu

E.S.O. Women's Program Center

1445 Oakland Road
San Jose, CA 95112
Phone: 408-971-0888
Fax: 408-971-9140

Evergreen Beauty College

2938 Aborn Square Road
San Jose, CA 95121-2111
Phone: 408-223-6638
Fax: 408-223-0914

Evergreen Valley College

3095 Yerba Buena Road
San Jose, CA 95135
Phone: 408-270-6441
Fax: 408-223-9351
www.eve.edu

F Foothill College

12345 El Monte Road
Los Altos Hills, CA 94022
Phone: 650-949-7777
Fax: 650-949-7375
www.foothill.fhda.edu

Fremont Union High School District Adult Education

591 West Fremont Ave.
Sunnyvale, CA 94087
Phone: 408-522-2700
Fax: 408-737-9926
www.ace.fuhdsd.org

G Ganaye Academy of Cosmetology

4112 F. Monterey Road
San Jose, CA 95111
Phone: 408-972-2130
Fax: 408-972-5640

Gavilan College

5055 Santa Theresa Blvd.
Gilroy, CA 95020
Phone: 408-847-1400
Fax: 408-848-4801
www.gavilan.cc.ca.us

Golden Gate University-Silicon Valley

5050 El Comino Real, Suite 101
Los Altos, CA 94022
Phone: 650-961-3000
Fax: 650-961-3749
www.ggu.edu

Go Western Travel School

3140 De La Cruz Blvd., Suite 100
San Jose, CA 95054
Phone: 408-972-2130
Fax: 408-972-5640
www.gowesterntravelschool.com

H Heald College

241 Great Mall Parkway
San Jose, CA 95035
Phone: 408-934-4900
Fax: 408-934-7777
www.heald.edu

H & R Block Income Tax School

717 East El Camino Real #3
Sunnyvale, CA 94087
Phone: 408-739-2294
Fax: 408-739-2603

I Inbound Aviation Inc.

2155 Robert Fowler Way
San Jose, CA 95148
Phone: 408-272-0518
Fax: 408-274-8124
www.inboundaviation.com

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Infotec Commercial Systems

5201 Great America Parkway, Suite 254
Santa Clara, CA 95054
Phone: 408-654-9370
Fax: 408-562-6277
www.infotec.com

Institute for Business Performance

224 Airport Parkway #250
San Jose, CA 95110
Phone: 408-451-4900
Fax: 408-437-8911
www.ifbp.org

Institute for Business & Technology

2550 Scott Blvd.
Santa Clara, CA 95050
Phone: 408-727-1060
Fax: 408-980-9548
www.ibttech.com

Institute for Career Development

1080 N. Seventh St.
San Jose, CA 95112
Phone: 408-998-5787
Fax: 408-283-9093
www.goodwillsanjose.com

Institute for Computer Technology (ICT)

589 West Fremont Ave.
Sunnyvale, CA 94087
Phone: 408-736-4291
Fax: 408-735-6059
www.ict.org

Institute of Buddhist Studies

P.O. Box 390757
Mountain View, CA 94039-6757
Phone: 650-938-7192
Fax: 650-938-5937
www.shin-ibs.edu

International Technological University

1650 Warburton Avenue
Santa Clara, CA 95050-3174
Phone: 408-556-9010
Fax: 408-556-9016
www.itu.edu

Institute of Transpersonal Psychology

744 San Antonio Road
Palo Alto, CA 94303
Phone: 650-493-4430
Fax: 650-493-6835
www.itp.edu

ITT Technical Institute

5104 Old Ironside Drive
Santa Clara, CA 95054
Phone: 408-496-0655
Fax: 408-496-0663
www.itt-tech.edu

J John F. Kennedy University

1 West Campbell Avenue
Campbell, CA 95008
Phone: 408-874-7700
Fax: 408-874-7777
www.jfku.edu

Jubilee Christian Center

175 Nortech Parkway
San Jose, CA 95134
Phone: 408-262-0900
Fax: 408-942-4547
www.jubilee.org

Just For Your Health College of Massage

2075 Lincoln Avenue, Suite E
San Jose, CA 95125
Phone: 408-723-2131
Fax: 408-723-7389

K Kaplan Education Center

299 California Avenue, Suite 210
Palo Alto, CA 94306
Phone: 650-327-0841
Fax: 650-327-4040
www.kaplan.com

M Madeline's Pet Grooming Salon and Institute

820 Kiely Blvd.
Santa Clara, CA 95051
Phone: 408-243-1333
Fax: 408-244-3598
www.petgroomer.com

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Masters Institute

50 Airport Parkway
San Jose, CA 95110
Phone: 408-441-1800
Fax: 408-441-1826
www.mastersinstitute.edu

Metropolitan Adult Education-Campbell Center

1224 Del Mar Avenue, Suite B
San Jose, CA 95129
Phone: 408-927-2300
www.metroed.net

Metropolitan Adult Education-Metropolitan Center

760 Hillsdale Avenue, Room 1
San Jose, CA 95136
Phone: 408-723-6450
Fax: 408-723-6449
www.metroed.net

Metropolitan Adult Education-San Jose Center

1149 East Julian Street
San Jose, CA 95116
Phone: 408-947-2311
Fax: 408-297-9475
www.metroed.net

Micro-Polytech Institute

1108 Walsh Avenue
Santa Clara, CA 95050
Phone: 408-492-9048
Fax: 408-492-1464
www.members.aol.com/micropoly

Milpitas Electrolysis College

500 E. Calavera Blvd. #333
Milpitas, CA 95035
Phone: 408-946-9522
Fax: 408-262-7049
www.milpitascollege.com

Milpitas Unified Adult Education Programs

1331 E. Calaveras Blvd., Bldg. 400
Milpitas, CA 95035
Phone: 408-945-2392
Fax: 408-945-2392
www.musd.org/adult_ed

Mission College

3000 Mission College Blvd.
Santa Clara, CA 95054
Phone: 408-988-2200
Fax: 408-980-8980
www.wvmccd.cc.ca.us/mc

Monterey Academy of Hair Design

2630 El Camino Real
Santa Clara, CA 95051
Phone: 408-249-2622
Fax: 408-249-2622

Montessori Teacher Training Center of Northern California

317 Moorpark Way
Mountain View, CA 94041
Phone: 650-967-6695
Fax: 650-957-0334
www.montessori-ami.org/ami.htm

Morgan Hill UHSD Community Adult School

17940 Monterey Road
Morgan Hill, CA 95037
Phone: 408-779-5261
Fax: 408-779-8367

MOS Drafting Institute

405 S. Sunnyvale Avenue
Sunnyvale, CA 94086
Phone: 408-738-3386
Fax: 408-732-9269

Mountain View-Los Altos Adult Education

333 Moffett Blvd.
Mountain View, CA 94043
Phone: 650-940-1333
Fax: 650-967-4699

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N National Bartenders School

1398-C El Camino Real
Mountain View, CA 94040
Phone: 650-968-9933
Fax: 801-437-3699
www.nationalbartenders.com

National Hispanic University

14271 Story Road
San Jose, CA 95127-3823
Phone: 408-254-6900
Fax: 408-254-1369
www.nhu.edu

National University

5300 Stevens Creek Blvd.
San Jose, CA 95129
Phone: 408-236-1100
Fax: 408-236-1396
www.nu.edu

Nice Air

2575 Robert Fowler Way
San Jose, CA 95148
Phone: 408-729-3383
Fax: 408-729-4160
www.pilottraining.com

Northern California Floor Covering Joint Apprenticeship and Training Trust Fund

2191 Del Franco Street, Suite B
San Jose, CA 95131
Phone: 408-383-9855
Fax: 408-383-9787

Northern California Plasterers JATC

1758 Houret Court
Milpitas, CA 95014
Phone: 408-264-4430

Northern California Sound and Communication JATC

908 Bern Court
San Jose, CA 95112
Phone: 408-453-3101
Fax: 408-453-5822

O Occupational Training Institute

21250 Stevens Creek Blvd.
Cupertino, CA 95014
Phone: 408-864-8869
Fax: 408-864-8462
www.oti.org

P Pacific College of Alternative Therapies

19997 Stevens Creek Blvd., Suite 2
Cupertino, CA 95014
Phone: 408-777-0102
Fax: 408-777-0188

Pacific Graduate School of Psychology

940 East Meadow Drive
Palo Alto, CA 94303
Phone: 650-843-3500
Fax: 650-493-6147
www.pgsp.edu

Palmer College of Chiropractic West

90 E. Tasman
San Jose, CA 95134
Phone: 408-944-6000
Fax: 408-944-6032
www.palmer.edu

Pipe Trades Training Center

780 Commercial Street
San Jose, CA 95112
Phone: 408-453-6330
Fax: 408-453-0104

Productivity Point International

181 Metro Drive, Suite 279
San Jose, CA 95110
Phone: 408-453-6300
Fax: 408-453-6314
www.propoint.com



Quick Learning School

123 E. Gish Road
San Jose, CA 95112
Phone: 408-453-8133
Fax: 408-453-3811
www.quicklearningschool.com

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S

San Francisco/San Jose Joint Apprenticeship Program for Field Iron Workers

3591 Thomas Rd.
Santa Clara, CA 95054
Phone: 408-988-5511
Fax: 408-988-5532

San Jose Christian College

790 S. 12th St.
San Jose, CA 95112
Phone: 408-293-9058
Fax: 408-293-7352
www.sjchristiancol.edu

San Jose City College

2100 Moorpark Avenue
San Jose, CA 95120
Phone: 408-298-2181
Fax: 408-223-3000
Phone Registration: 408-223-0300
www.sjcc.edu

San Jose Computer Academy, Inc.

2211 Quimby Road
San Jose, CA 95122
Phone: 408-223-8615
Fax: 408-223-8628
www.dentaltechcollege.com

San Jose Dental Tech College

2076 El Camino Real
Santa Clara, CA 95050
Phone: 408-244-6015
Fax: 408-244-5080
www.dentaltechcollege.com

San Jose State University Continuing Education Professional Development

3031 Tisch Way Suite 200 PE
San Jose, CA 95128
Phone: 408-985-7578
Fax: 408-345-9000
www.profdev.sjsu.edu

San Jose Trucking School Inc.

1346 East Taylor Street
San Jose, CA 95133
Phone: 408-298-3755
Fax: 408-298-3777

Santa Clara Adult Education

1840 Benton Street
Santa Clara, CA 95050
Phone: 408-984-6220
Fax: 408-984-8250
www.scae.org

Santa Clara County Glaziers JATC

2102 Almaden Road, Suite 102
San Jose, CA 95125
Phone: 408-266-1302
Fax: 408-266-2510

Santa Clara County Regional Occupational Program - North

1840 Benton Street
Sunnyvale, CA 94087
Phone: 408-733-0881
Fax: 408-733-0894
www.sccoe.k12.ca.us/ncrop

Santa Clara County Regional Occupational Program- South

700 W. 6th Street, Suite L
Gilroy, CA 95020
Phone: 408-842-0361
Fax: 408-842-0653
www.sccoe.org

Santa Clara County Sheet Metal Training Center

1580 Berger Drive
San Jose, CA 95112
Phone: 408-293-1144
Fax: 408-293-1425

Santa Clara County and Vicinity Meat Cutters Apprenticeship

240 S. Market Street
San Jose, CA 95113
Phone: 408-998-0428
Fax: 408-971-8355

School of Nutritional Science

291 W. Campbell Ave
Campbell, CA 95008
Phone: 408-879-9141
Fax: 408-871-9924
www.inc-inc.com

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Sierra Pacific Bible College

175 Nortech Parkway
San Jose, CA 95134
Phone: 408-262-0900
Fax: 408-942-4547
www.jubilee.org

Silicon Artists

3755 El Camino Real, Suite 200
Santa Clara, CA 95051
Phone: 408-615-0999
Fax: 408-615-7928
www.siliconartists.org

Silicon Drafting Institute

3150 De La Cruz Blvd.
Santa Clara, CA 95054
Phone: 408-567-0486
Fax: 408-567-0386
www.silicondrafting.com

Silicon Valley College

6201 San Ignacio
San Jose, CA 95119
Phone: 408-360-0840
Fax: 408-360-0848
www.svcollege.com

Solar Cross - A New Beginning

554 Mansion Park Drive
Santa Clara CA, 95054
Phone: 408-988-2971
Fax: 408-988-3692
www.solarcross.org

Software Advanced Technologies Institute

607 South Knickerbocker Drive
Sunnyvale, CA 94087
Phone: 408-616-7778
Fax: 408-616-7779
www.saticareers.com

Stanford University

Stanford, CA 94035
Phone: 650-723-2300
www.stanford.edu

Sunnyvale-Cupertino Adult and Community Education

591 West Fremont Avenue
Sunnyvale, CA 94087
Phone: 408-522-2700
Fax: 408-737-9926
www.ace.fuhsd.org

T Target Masters Security

122 Minnis Circle
Milpitas, CA 95035
Phone: 408-263-7468
Fax: 408-263-3547

Trinity College

25 North 14th Street #60
San Jose, CA 95112
Phone: 408-287-5100
Fax: 408-287-3009

U United Food and Commercial Workers- Local 428

240 S Market Street
San Jose, CA 95113
Phone: 408-998-0428
Fax: 408-971-8355
Website: www.unions.com

University of California Extension, Santa Cruz

3120 De La Cruz Blvd.
San Jose, CA 95054
Phone: 800-660-8639
Fax: 831-421-0344
www.ucsc-extension.edu

University of Phoenix

3590 N. First Street
San Jose, Ca 95134
Phone: 408-435-8500
Fax: 408-435-9154
www.phoenix.edu

V Valley Institute of Hair Design

1686 Monterey Road
San Jose, CA 95112
Phone: 408-298-7596
Fax: 408-279-1006

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VIVO, Vietnamese Voluntary Foundation

2260 Quimby Road
San Jose, CA 95122
Phone: 408-532-7755
Fax: 408-532-1699

W Western Seminary

16330 Los Gatos Blvd., Suite 100
Los Gatos, CA 95032
Phone: 408-356-6889
Fax: 408-358-2707
www.westernseminary.edu/norcal/

WestMed Training

1330 S. Bascom Avenue #G
San Jose, CA 95128
Phone: 408-977-0723
Fax: 408-977-1396
www.westmedtraining.com

West Valley College

14000 Fruitvale Ave.
Saratoga, CA 95070
Phone: 408-867-2200
Fax: 408-741-2671
www.westvalley.edu/wvc